User's Guide

AT&T SB67020 Deskset

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PREFACE

This User's Guide provides instructions for using your Synapse SB67020 Deskset telephone with software version 1.9.5 or newer. See *page 132* for instructions on checking the software version on the Deskset. Although the Quick Start Guide also includes information on using the Deskset, this guide has information on setting up the SB67020 Deskset and more complete information on feature usage.

Before using this AT&T product, please read *"Appendix D: Important Safety Instructions" on page 175*. Please thoroughly read this user's guide for all the feature operations and troubleshooting information necessary to operate your new AT&T product.

NOTE For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

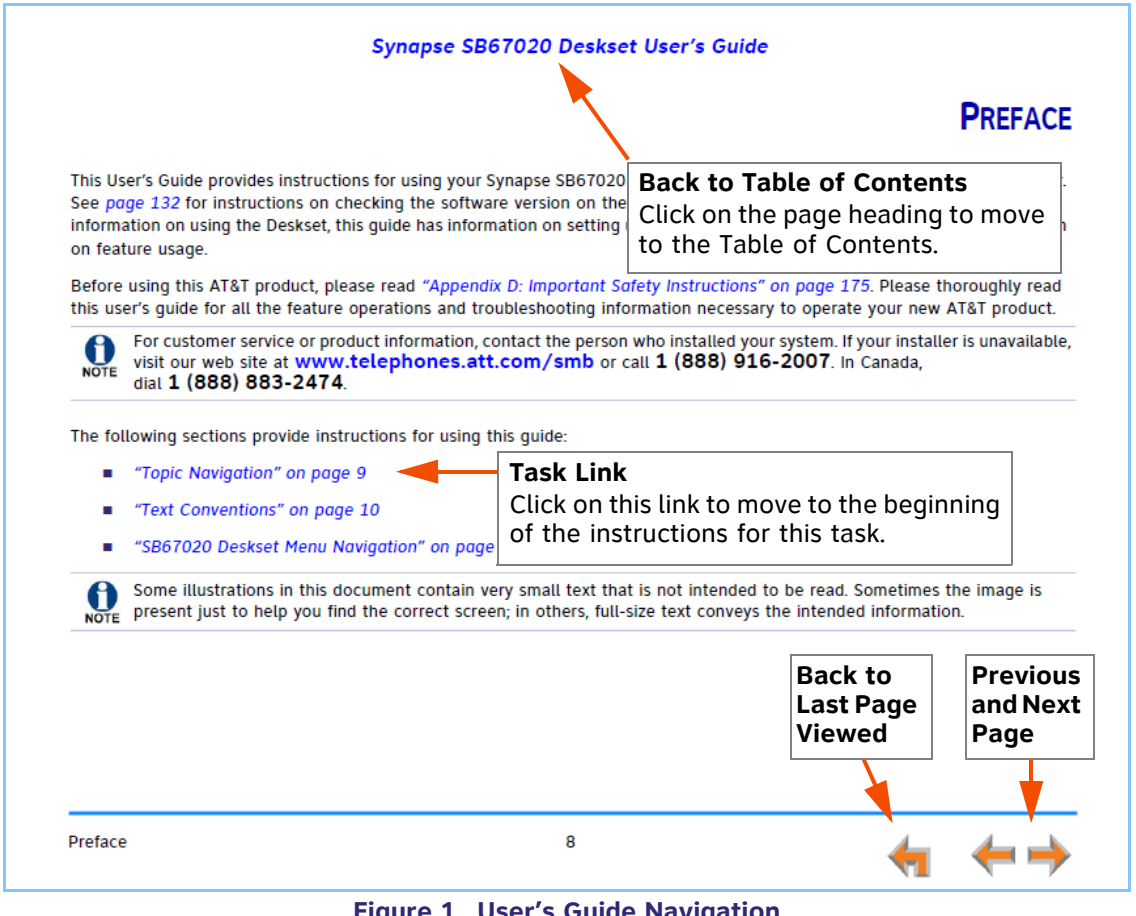
The following sections provide instructions for using this guide:

- *"Topic Navigation" on page 9*
- *"Text Conventions" on page 10*
- *"SB67020 Deskset Menu Navigation" on page 11.*

NOTE Some illustrations in this document contain very small text that is not intended to be read. Sometimes the image is present just to help you find the correct screen; in others, full-size text conveys the intended information.

Topic Navigation

This User's Guide allows easy navigation between topics and the ability to return to your original topic. Figure 1 illustrates the navigation conventions within the User's Guide.


Synapse SB67020 Deskset User's Guide
PREFACE
Back to Table of Contents
Click on the page heading to move to the Table of Contents.
This User's Guide provides instructions for using your Synapse SB67020
See page 132 for instructions on checking the software version on the
information on using the Deskset, this guide has information on setting
on feature usage.
Before using this AT&T product, please read "Appendix D: Important Safety Instructions" on page 175. Please thoroughly read this user's guide for all the feature operations and troubleshooting information necessary to operate your new AT&T product.
NOTE
For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at www.telephones.att.com/smb or call 1 (888) 916-2007. In Canada, dial 1 (888) 883-2474.
The following sections provide instructions for using this guide:
"Topic Navigation" on page 9
"Text Conventions" on page 10
"SB67020 Deskset Menu Navigation" on page
Task Link
Click on this link to move to the beginning of the instructions for this task.
NOTE
Some illustrations in this document contain very small text that is not intended to be read. Sometimes the image is present just to help you find the correct screen; in others, full-size text conveys the intended information.
Back to Last Page Viewed
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Preface
8

Figure 1. User's Guide Navigation

Text Conventions

Table 1 lists text formats and their uses.

Table 1. Description of Text Conventions

Text Format	Description
Screen	Identifies text that appears on the screen in a title, menu, or prompt.
HARD KEY or **DIAL-PAD KEY**	Identifies a hard key, including the dial-pad keys.
Call	Identifies a soft key.
Figure 1, Table 1	Identifies a figure or table.
"Topic Navigation" on page 9	Identifies a hyperlink to another part of this document or, if it begins with "www", an Internet web site. You need Internet access to view web sites.
NOTE Notes give more information, usually in a procedure.	Example of a Note.
CAUTION *A caution means that loss of data or unintended circumstances may result.*	Example of a Caution.

SB67020 Deskset Menu Navigation

To access items in the menus, you can either use the navigation key to scroll to the function and press **SELECT** or press a dial-pad key. The procedures in this guide use dial-pad entry as the preferred method for selecting a function.

Additional Documentation

Downloadable copies of all Synapse documents, including user's and administrator's guides, installation instructions and quick-start guides, are available at **www.telephones.att.com/synapseguides**.

CHAPTER

1

OVERVIEW

The Synapse® Business Phone System from AT&T is for businesses that need up to 100 extensions. This system is scalable from 1 to 39 outside lines, so as your business grows, your phone system can too. The Synapse Business Phone System provides simplicity without sacrifice—it's simple to install, manage, and use, without sacrificing any of the features you need and expect from a business telephone system.

This chapter introduces the SB67020 Deskset and provides an overview of the Synapse System and the external features of the Deskset.

- *"Synapse System Overview" on page 13*
- *"SB67020 Deskset Description" on page 14*
- *"Modes of Operation" on page 15.*

Synapse System Overview

Your Deskset is part of the Synapse System. Synapse differs from conventional telephone systems in that calls are not coordinated by a central controller. Instead, Synapse uses a distributed control system over a Local Area Network (LAN). Figure 2 illustrates a sample system with outside telephone connections in **blue** and Ethernet cables in **red**.

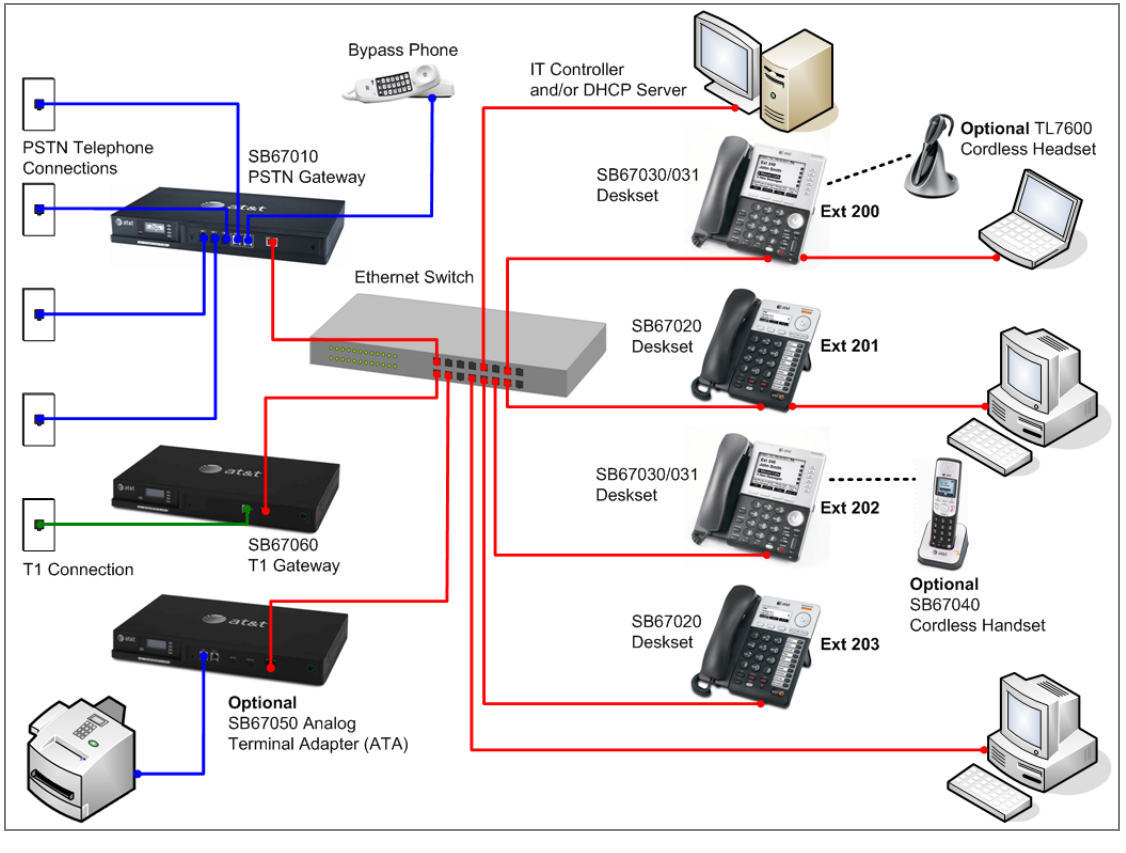


Figure 2. Sample Synapse System

SB67020 Deskset Description

Figure 3 identifies and describes the display and key functional areas for the SB67020 Deskset.

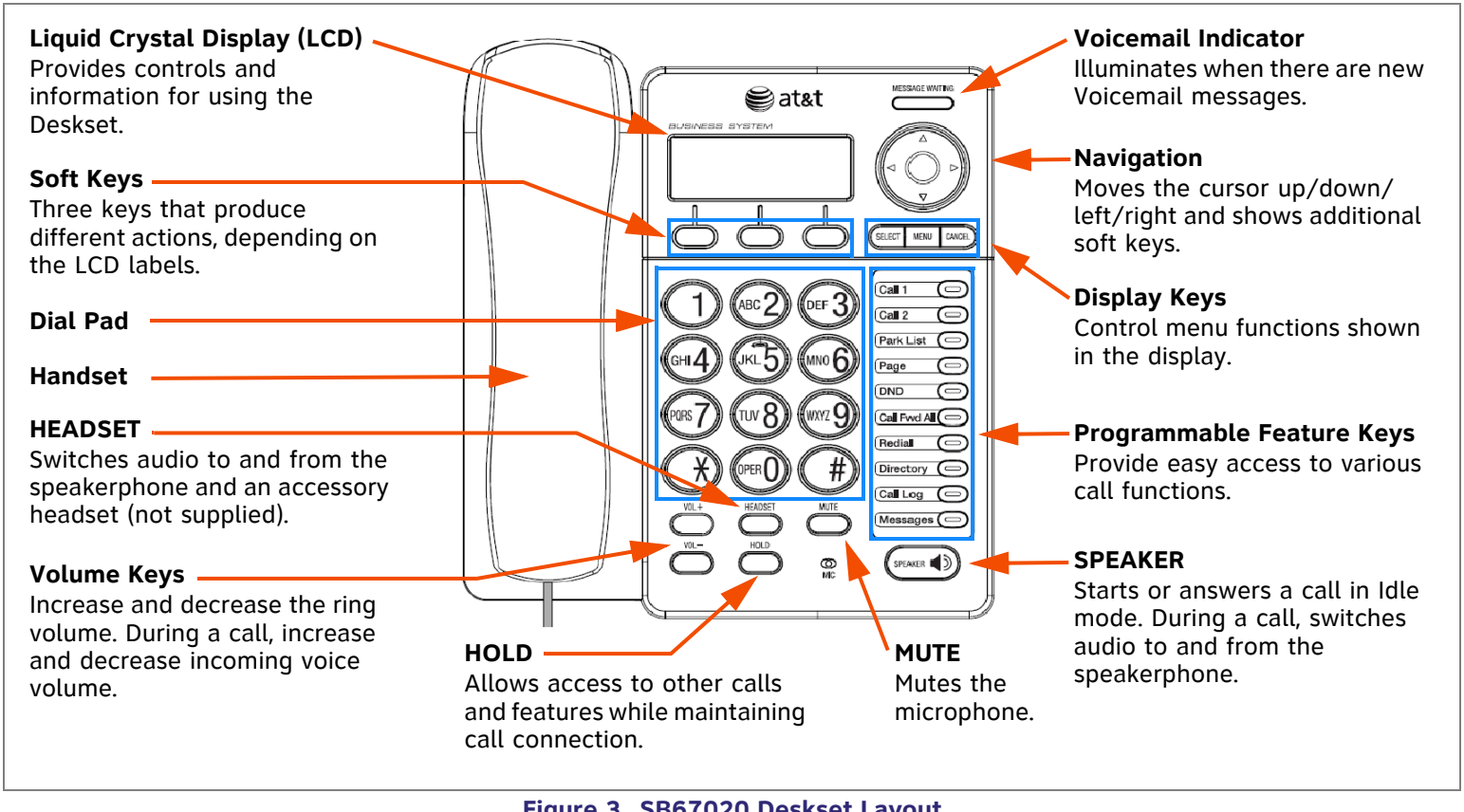


Figure 3. SB67020 Deskset Layout

Modes of Operation

The system administrator can configure the Synapse system to operate in one of two different modes: Call Appearance mode and Line Appearance mode. All Desksets operate differently in each mode. The appearance mode affects how you make, answer, and manage calls. Each mode provides a unique set of configurable features. This User's Guide includes information about, and procedures for, both Call Appearance mode and Line Appearance mode.

You know when your Deskset is in Call Appearance mode when the Idle Screen displays **New Missed Calls** as shown in Figure 4. The Idle screen appears when the Deskset is first turned on and when there is no call activity. In Line Appearance mode, the Deskset does not display missed calls.

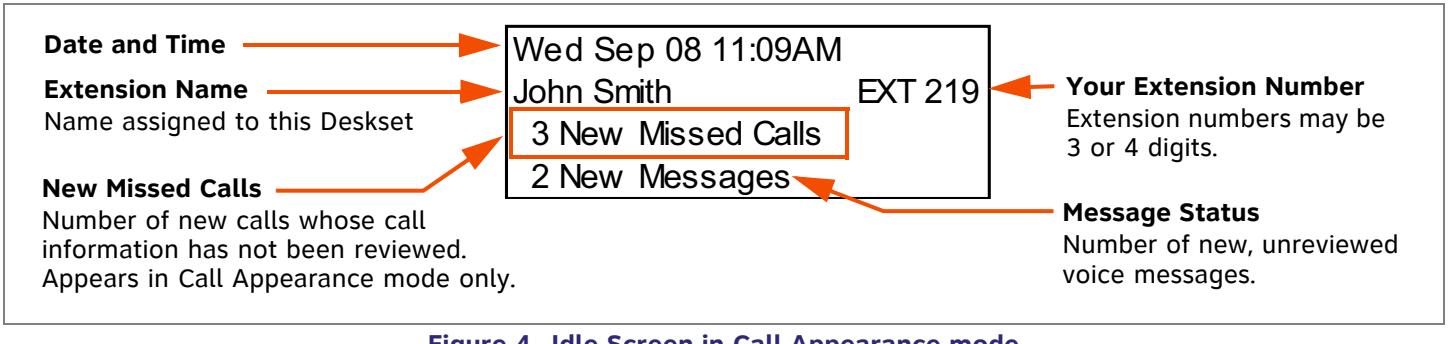

Date and Time
Extension Name
Name assigned to this Deskset
New Missed Calls
Number of new calls whose call information has not been reviewed. Appears in Call Appearance mode only.
Wed Sep 08 11:09AM
John Smith
EXT 219
3 New Missed Calls
2 New Messages
Your Extension Number
Extension numbers may be 3 or 4 digits.
Message Status
Number of new, unreviewed voice messages.

Figure 4. Idle Screen in Call Appearance mode

Call Appearance Mode

In Call Appearance mode, the system administrator can configure your Deskset with up to 10 virtual "lines" on which you can make and receive calls. These lines are called Call Appearances in this User's Guide. You can use Call Appearances for calls to and from external numbers (232-555-0176, for example) or other extensions (Extension 220, for example). You can access each Call Appearance by pressing a Programmable Feature Key. By default, the top two Programmable Feature Keys on the SB67020 Deskset are Call Appearance keys.

Line Appearance Mode

In Line Appearance mode, each line also corresponds to a Programmable Feature Key on the Deskset. These are called Line Appearance keys in this User's Guide. Unlike Call Appearance mode, each Line Appearance key represents an actual physical line connected to the PSTN Gateway (the Synapse system can have up to four PSTN Gateways providing up to 16 lines). The system administrator can configure your Deskset with up to 9 lines on which you can make and receive external calls. One Programmable Feature key is reserved for internal ("Intercom") calls.

Other Desksets in the system share these lines and display the line status. Incoming calls on a line ring at all Desksets that share that line. The Line Appearance key LED indicates whether a line is ringing, busy, or on hold.

The Line Appearance keys are used for receiving and making calls to external numbers. To call another extension in your office, you must use an Intercom key. By default, the Intercom key is the bottom Programmable Feature Key, but your system administrator can configure additional Intercom keys.

Soft Keys

Soft keys are a set of three context-sensitive keys that provide functions based on the screen. The top example as illustrated in Figure 5 shows the soft key labels on the active call screen in Call Appearance mode.

The soft key labels change according to the current task. For example, if you are holding a call, the key labels displayed are different from those displayed if you are making a call. See *"Appendix A: Soft Keys" on page 171* for an alphabetical list of the labels that appear above the soft keys.

The top example shows the soft key labels for the soft keys on the active call screen.

The second example shows soft keys with ◀ and ▶ that indicate the feature uses more than three soft keys. To view the additional keys, press the ◁ or ▷ navigation key.

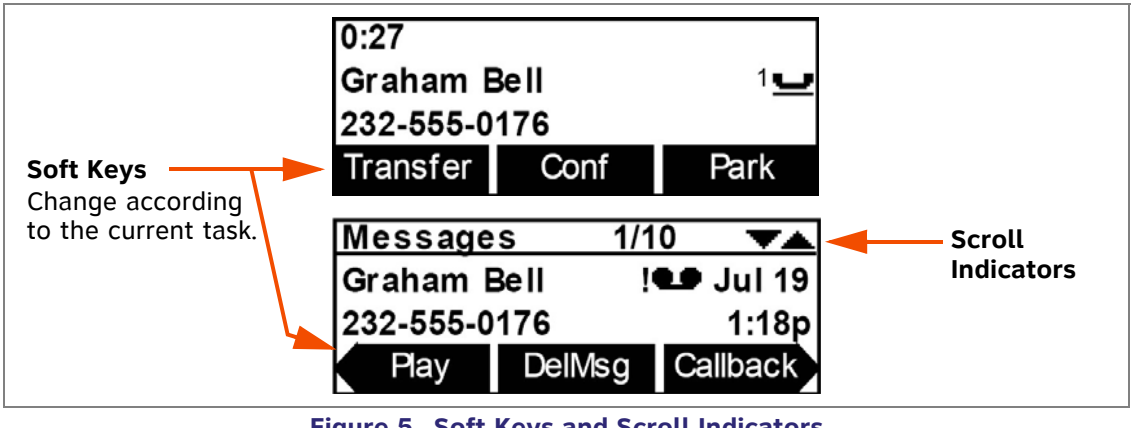


Figure 5. Soft Keys and Scroll Indicators

Scroll Indicators

Scroll indicators appear in the upper right-hand corner of the display, as shown in Figure 5, when more information can be seen by pressing the △ and ▽ navigation key.

Status Icons

Status Icons show Deskset status in the upper right-hand corner of the display as shown in Figure 6 and as described in Table 2.

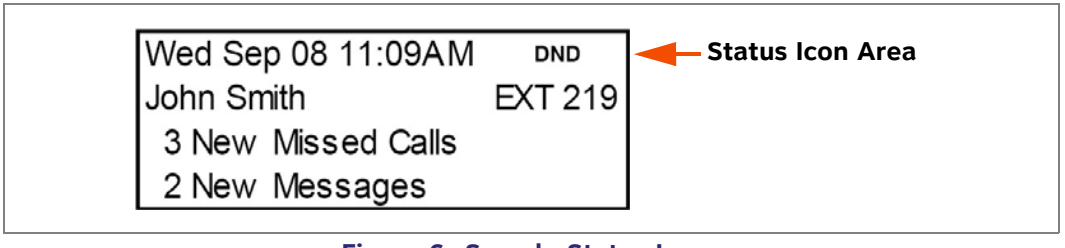


Figure 6. Sample Status Icons

Table 2. Status Icons

Icon	Status	Icon	Status
	Message Recording **Call Appearance mode only—**Indicates that a message is being recorded.		**Call Forwarded** Indicates an internal call forwarded beyond your originally dialed number.
1, 2, 3...	Indicates the number of the associated Call Appearance or Line Appearance key.	< 5M	**Less than five minutes** There is less than five minutes remaining of Voicemail storage space.
10	**Ring Delay**	ANS	**Auto Answer is ON (Call Appearance mode only)**
FWD	**Call Forward All is ON (Call Appearance mode only)**	DND	**Do Not Disturb is ON**
	Ringer volume set to zero The ringer is silent.	FULL	**Voicemail full**

Call Indicators

When the Deskset has an incoming, ongoing, or Held call, information about the call appears on the display. The Deskset screen displays one call at a time. You can access each call by pressing a Call Appearance or Line Appearance key. The LEDs in these keys reflect the call status. See *"Call Status LEDs" on page 23*.

During a call, icons show call status and soft keys show the optional actions to take as shown in Figure 7. The icon changes according to the call status. See *"Call Status Icons" on page 22* for a complete description of the available icons.

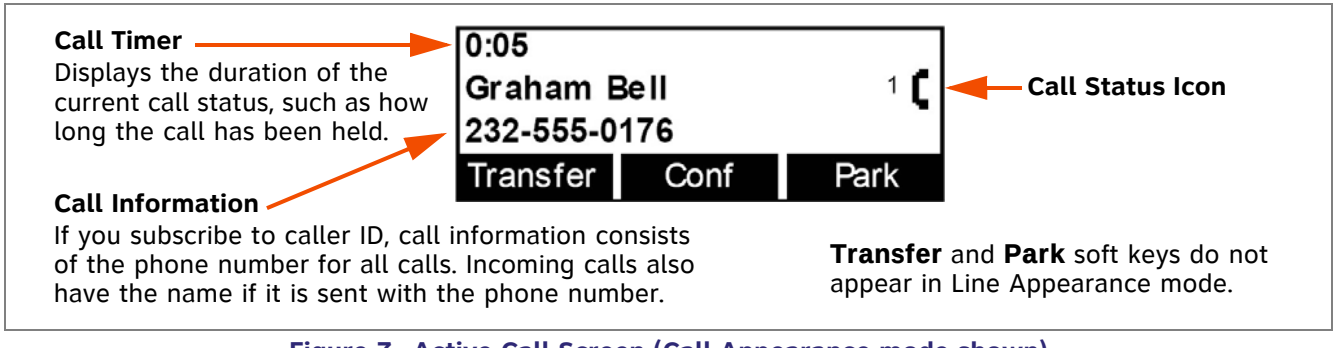

Call Timer
Displays the duration of the current call status, such as how long the call has been held.
0:05
Graham Bell
232-555-0176
1
Call Status Icon
Transfer
Conf
Park
Call Information
If you subscribe to caller ID, call information consists of the phone number for all calls. Incoming calls also have the name if it is sent with the phone number.
Transfer and Park soft keys do not appear in Line Appearance mode.

Figure 7. Active Call Screen (Call Appearance mode shown)

Call Indicators in Call Appearance mode

When there are multiple calls in Call Appearance mode, ▲ and ▼ icons indicate the presence of other calls.

Review calls by pressing the △ and ▽ navigation key. After viewing the last call, press the navigation key again to return to the beginning. Reviewing calls does not access the calls. Press a Call Appearance key to answer a call or take a call off hold.

While you are on an active call and another call comes in, the incoming call screen takes over the display. You can:

- answer the call by pressing the flashing green key or by pressing Answer. The previous active call is put on hold.
- return to the active call screen by pressing Ignore (ringing is silenced) or by pressing the △ and ▽ navigation key (the ringing continues). Unanswered incoming calls are forwarded according to the Call Forward–No Answer setting customized by the system administrator.
- forward the incoming call to voicemail by pressing FwdVM. Your conversation with the first call continues, but the screen stays with the second call. You can press:
  - Clear or the △ and ▽ navigation key to return to the first call screen.
  - Listen to listen to the message that the second caller is leaving. The first call is put on hold.
  - Answer to interrupt the second caller's message and answer the call.

When all the Call Appearances are in use:

- You cannot start a new call by lifting the handset, or by pressing **SPEAKER** or **HEADSET**. Instead, the screen briefly displays **Call capacity reached**. Park or end a Call to make a Call Appearance available.
- Unanswered incoming calls are forwarded according to the Call Forward–No Answer setting customized by the system administrator. The default setting for Call Forward–No Answer is Voicemail.

Call Indicators in Line Appearance mode

In Line Appearance mode, Line Appearance key LEDs indicate the presence of other calls.

While you are on an active call and another call comes in, the incoming call screen takes over the display. You can:

- answer the call by pressing the flashing green key or by pressing Answer. The previous active call is put on hold.
- return to the active call screen by pressing Ignore.

When all the lines are in use:

- You cannot start a new call by lifting the handset, or by pressing **SPEAKER** or **HEADSET**. Instead, the screen briefly displays **All Lines Busy**.
- Unanswered incoming calls on PSTN lines are forwarded according to the Call Forward–No Answer setting customized by the system administrator. Each line can have a different forwarding destination. Unanswered Intercom calls are forwarded according to a separate Call Forward-No Answer setting also customized by the system administrator. This setting is specific to your Deskset.

Call Status Icons

Table 3 shows and describes the call status icons.

The number beside an icon indicates the number of the associated Call Appearance or Line Appearance key. See *"Programmable Feature Keys" on page 24* for a complete description.

Table 3. Call Status Icons

Icon	Status	Icon	Status
	Active Call Indicates that you have lifted the handset, pressed **SPEAKER** or **HEADSET**, or you are on a phone call.		**Ringing Call and Ignored Call** Flashes for incoming calls.
	Conference Indicates a conference call.		**Ring Group/Call Queue Ringing and Ignored Ring Group/Call Queue Call** **Call Appearance mode only—**Flashes for incoming Ring Group or Call Queue calls.
	Conference On Hold Flashes when a conference call is on hold.		**On Hold** Flashes when the call is on hold.
	Call Screening **Call Appearance mode only—**Indicates the caller is leaving a message. You can answer the call, listen to the recording in progress, or return to the idle screen.		

Call Status LEDs

The Call Status LED flash patterns indicate call status as described in Table 4.

Table 4. Call Status LED Activity

Call Appearance Mode		Line Appearance Mode	
LED Activity	**Description**	**LED Activity**	**Description**
Off	No Call	Off	No Call
Steady **GREEN**	Active Call	Steady **GREEN**	Active call
Fast Flash **GREEN**	Ringing Call	Fast Flash **GREEN**	Ringing call
Slow Flash **ORANGE**	Held Call	Slow Flash **GREEN**	Call held at your Deskset
		Steady **ORANGE**	Active call at another Deskset
		Flash **ORANGE**	Call held at another Deskset

Programmable Feature Keys

The SB67020 Deskset has ten Programmable Feature keys as shown in *Figure 3 on page 14*. In Call Appearance mode, key 1 is a Call Appearance, and is not programmable. Your system administrator can program the other nine keys to be used as Call Appearances, function keys, or Quick-Dial keys. See *"Quick Dial" on page 144* to add Quick Dial entries.

In Line Appearance mode, key 10 is an Intercom key, and is not programmable. Press this key to call another extension. Your system administrator can program the other nine keys to access external lines or for other functions, including Quick Dial.

Table 5 lists the default functions for the Programmable Feature keys for both operation modes (non-programmable keys are shaded in gray). Your key assignments may be different. The keys include two-color LEDs to signal the status of some functions.

Table 5. Programmable Feature Key Default Functions

	Call Appearance Mode		Line Appearance Mode	
Key	**Function Label**	**For more information, see...**	**Function Label**	**For more information, see...**
1	Call 1	*"Call Indicators" on page 19*	Line 1	*"Line Appearance Mode" on page 16*
2	Call 2		Line 2	
3	Park List	*"Accessing the Park List" on page 60*	Line 3	
4	Page	*"Sending a Page" on page 108*	Line 4	
5	Do Not Disturb	*"Using Do Not Disturb (DND)" on page 134*	Page	*"Sending a Page" on page 108*
6	Call Forward All	*"Call Forward All and Call Forward–No Answer" on page 120*	Redial	*"Accessing the Redial List" on page 67*
7	Redial	*"Accessing the Redial List" on page 67*	Directory	*"Using the Directory" on page 74*
8	Directory	*"Using the Directory" on page 74*	Call Log	*"Using the Call Log" on page 102*
9	Call Log	*"Using the Call Log" on page 102*	Messages	*"Voicemail Overview" on page 83*
10	Messages	*"Voicemail Overview" on page 83*	Intercom	*"Making an Intercom Call (Line Appearance Mode)" on page 36*

Programmable Feature Key LEDs

The Programmable Feature Key LED flash patterns indicate call and feature status as described in Table 6.

Table 6. Programmable Feature Keys LED Activity

Key	LED Activity	Description
Call 1, Call 2, Call 3,..., Call 10	Off	No call
(Call Appearance mode only)	Steady **GREEN**	Active call
	Quickly Flashing **GREEN**	Ringing call
	Slowly Flashing **ORANGE**	Held call
Line 1, Line 2, Line 3...	Off	No call
(Line Appearance mode only)	Steady **GREEN**	Active call
	Quickly Flashing **GREEN**	Ringing call
	Slow Flash **GREEN**	Call held at your Deskset
	Steady **ORANGE**	Active call at another Deskset
	Flash **ORANGE**	Held call at another Deskset
Park List **(Call Appearance mode only)**	Off	Not applicable
Page	Off	No page
	Steady **GREEN**	Making page
	Quickly Flashing **GREEN**	Receiving page
Do Not Disturb	Off	DND off
	Steady **ORANGE**	DND on
Call Forward All **(Call Appearance mode only)**	Off	Call Fwd All OFF
	Steady **ORANGE**	Call Fwd All ON
Redial	Off	Not applicable

Table 6. Programmable Feature Keys LED Activity (Continued)

Key	LED Activity	Description
Directory	Off	Not applicable
Call Log	Off	No new calls
	Steady **ORANGE**	One or more new missed calls
Messages	Off	No new messages
	Steady **ORANGE**	One or more new messages
Call Queue **(Call Appearance mode only)**	Off	No calls waiting
	Slowly Flashing **ORANGE**	One or more calls in the queue
Auto Attendant **(Call Appearance mode only)**	Off	Auto Attendant off
	Steady **GREEN**	Auto Attendant on with day menu
	Steady **ORANGE**	Auto Attendant on with lunch menu
	Slowly Flashing **ORANGE**	Auto Attendant on with night menu
Quick Dial	Off	Not applicable
Held Calls List **(Line Appearance mode only)**	Off	Not applicable
Intercom **(Line Appearance mode only)**	Steady **GREEN**	Active call
	Quickly flashing **GREEN**	Incoming call
	Slowly flashing **GREEN**	Held call
Help	Off	Not applicable

Dial-Pad Entry

Use the dialing keys to enter alphabetical characters into a text field. Digits 2, 3, 4, 5, 6, and 8 have three assigned letters, while digits 7 and 9 have four assigned letters, as shown in Figure 8. Pressing 1 once enters a **space**. The keys function as follows:

1. Pressing the dialing key once enters the upper case first letter on the key.
2. Pressing the dialing key twice enters the upper case second letter on the key.
3. Pressing the dialing key three times enters the upper case third letter on the key.
4. Pressing the dialing key four times enters the number, or the upper case fourth letter for keys **7** and **9** that require an additional press to cycle into lower case letters.
5. Pressing the dialing key five times enters the lower case first letter on the key.
6. Pressing the dialing key six times enters the lower case second letter on the key.
7. Pressing the dialing key seven times enters the lower case third letter on the key.
8. Pressing the key further cycles through the letters again.

Figure 8. Dial Pad

The **#** and ***** keys have been assigned special characters, as shown in Figure 9. Repeatedly pressing these keys cycles through each special character in the order shown.

	SB67020 Deskset Special Characters					
Key Press	1st	2nd	3rd	4th	5th	6th
#	**#**	**‘**	**,**	**–**	**.**	**&**
*****	*****	**?**	**!**	**/**	**(**	**)**

Figure 9. SB67020 Deskset Special Character Assignment

Deskset Confirmation Screen

Confirmation screens require that you confirm a choice by pressing Yes or No as shown in Figure 10.

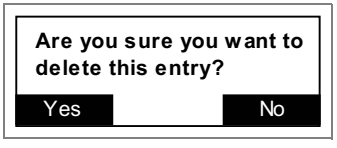


Figure 10. Confirmation Screen

Deskset Notification Screens

Notification screens appear briefly to alert you that an action has been completed, provide a status update, or give a warning, as shown in Figure 11.

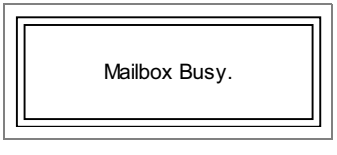


Figure 11. Notification Screen

Using the Speakerphone

When the speakerphone is active, the **SPEAKER** key is lit.

To use the speakerphone:

- To initiate a call, press **SPEAKER**. The key becomes backlit and you hear a dial tone. Begin dialing.
- To end a call, press **SPEAKER**. The key backlight goes out.
- During an active call, if you are using the handset or a corded headset, pressing **SPEAKER** switches audio to the speakerphone. If the handset is not "hung up," pressing **SPEAKER** changes between the handset and the speakerphone.

Using Help Screens

You can view Help on the Deskset screen. These are very brief descriptions of how to use some of the features.

To use the Deskset Help:

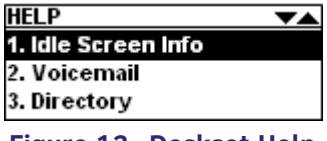


Figure 12. Deskset Help

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **0** to see a menu of help items as shown in Figure 12.

   Line Appearance mode—Press **MENU**, then **1**, and then **8** to see a menu of help items.
2. Press the △ and ▽ navigation key to scroll to the desired help item.
3. Press **SELECT**.
4. Press **CANCEL** to return to the previous menu.

About the Auto Attendant

NOTE This section applies to Call Appearance mode only.

When set to Call Appearance mode, the Synapse system features an Auto Attendant that answers incoming calls and automatically transfers them to a Synapse extension or extensions. The targets for these transfers may depend on the time of day. The Auto Attendant's interactive voice menu guides callers to the desired extension.

You may want to give your extension number to frequent callers so they can easily dial your extension number when the Auto Attendant answers and asks the caller to enter your extension or to spell your name using the dial keys.

When the Auto Attendant is disabled, all outside calls go to the system operator or to a target that the system administrator designates, which could be a group of extensions.

Caller Options

Until callers get through to a live person, they can press **0** at any time to redirect their call to the system operator, if one has been designated and if the system administrator has enabled this feature.

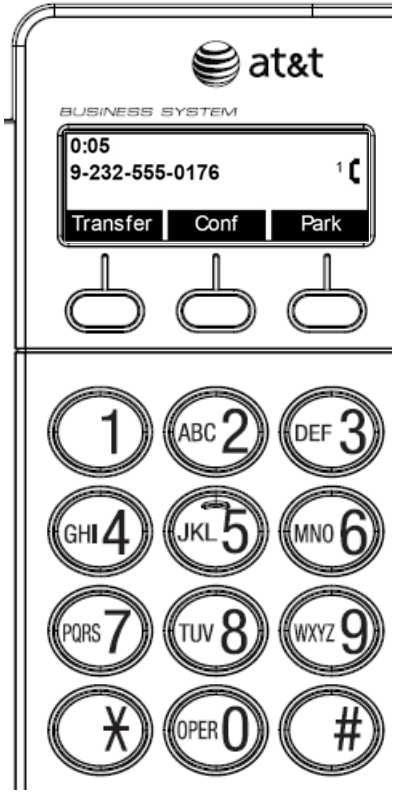
When a caller is redirected to Voicemail, the caller has the option to press **5** to skip the greeting.

If your system administrator has set up Direct Inward Dialing, callers can dial the Direct Inward Dial telephone number to reach you directly, bypassing the Auto Attendant. Your callers can also call your company's main number and be transferred to your extension.

The Auto Attendant may be set up so that callers can access the Auto Attendant directory. This allows callers to use any touch-tone phone's dial pad to spell your name, followed by pressing the pound (#) sign, to reach your extension.

CHAPTER 2

OUTGOING CALLS



The SB67020 Deskset provides several methods for making a call. If you are in Idle mode or have calls on hold, you can predial a phone number and then go off hook to call the number. You can make a call at any time by choosing an off-hook method, then dialing a number. This is referred to as Live Dialing. You can also predial or live dial using phone numbers from lists, such as the Directory, Call Log, Redial, Quick Dial, and Messages.

In Call Appearance mode, you can dial the extension for the system operator by pressing **0** (zero).

The procedures in this chapter apply to both Call Appearance and Line Appearance mode, unless otherwise noted.

- *"Active Call Screen" on page 32*
- *"Predialing" on page 33*
- *"Live Dialing" on page 34*
- *"Making a Call from a List" on page 35*
- *"Making an Intercom Call (Line Appearance Mode)" on page 36.*

Active Call Screen

The Active Call screen, as shown in Figure 13, appears while you are on a call.

Figure 13. Active Call Screen

Table 7. Active Call Screen Description

Key	Description	Key	Description	Key	Description
Transfer	**Call Appearance mode only—** Initiates transfer of a call.	Conf	Initiates a conference call.	Park	**Call Appearance mode only—** Parks a call (external calls only).

Predialing

Predial is only available when the Deskset is idle or when all calls are on hold. In Predial mode, there is no dial tone. You can only predial one phone number at a time. To begin Predial, press a dial-pad key.

To make a Predial call:

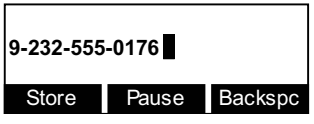


Figure 14. Predial Number

1. Enter the phone number (For example: **9-232-555-0176**) using the dial pad, as shown in Figure 14.

NOTE For outside calls, dial **9** or whatever digit, if any, that must be dialed first. The hyphens appear automatically.

The following options are available:

- Press Store to store the number in your Personal list.
- Press Pause to insert a two-second pause into the phone number.
- Press Backspc to delete the last digit entered.
- Press **CANCEL** to cancel predial.

2. Lift the handset, or press **SPEAKER**, **HEADSET**, or press a Call Appearance or Line Appearance key to go off hook and call the number.

Live Dialing

You can make a call by going off hook, then dialing a phone number.

To dial a live number:

Figure 15. Entering Digits

Figure 16. Active Call

1. Do one of the following to go off hook (to hear the dial tone) from Idle mode:
   - Lift the handset.
   - Press **SPEAKER** or **HEADSET**.
   - Press an available Call Appearance or Line Appearance key.
2. Enter the number you want to dial.
   - Enter the digit **9** or whatever digit, if any, that must be dialed first to dial an outside number, as shown in Figure 15.
   - Hyphens are automatically inserted except when whatever digit, if any, that must be dialed for outside calls is followed by a **0** for an outgoing international call.

   The Active Call screen appears, as shown in Figure 16 (Call Appearance mode shown).

NOTE When the active call begins, the soft keys change to a new set of options.

Making a Call from a List

To make a call from a list:

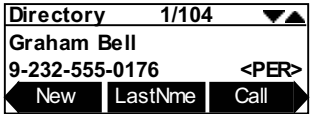


Figure 17. Directory

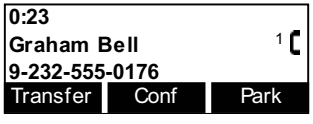


Figure 18. Active Call

1. Access the desired list entry. For example, in Call Appearance mode, press **MENU**, then **1**, and then **7**. The **Directory** screen appears, as shown in Figure 17. See *"Accessing Items in Lists" on page 58*.
2. Press the ▽ or △ navigation key until the desired entry appears.
3. Press Call or **SELECT** to dial the displayed number. The Deskset dials the number and the Active Call screen appears, as shown in Figure 18 (Call Appearance mode shown).

NOTE Phone numbers are dialed as they appear in the lists. Precede outside phone numbers with a 9 or whatever digit, if any, that must be dialed first. When you dial from the Call Log, any required outside calling prefix is automatically added.

Making an Intercom Call (Line Appearance Mode)

In Line Appearance mode, your Deskset uses an outside line any time you go off hook by lifting the handset, pressing **SPEAKER**, or by some other method. To make an internal (extension-to-extension) call, you must use the Intercom Programmable Feature Key. By default, key 10 is an Intercom key, but your system administrator can configure additional Intercom keys to give you more Intercom lines.

To make an intercom call:

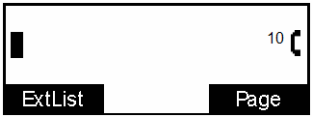


Figure 19. Making an Intercom Call

Figure 20. Active Intercom Call

1. With the Deskset in Idle mode and the handset "on hook," do one of the following:

   - Press the **INTERCOM** key, lift the handset (the screen shown in Figure 19 appears) then dial the extension number.

     Instead of dialing after lifting the handset, you can press the ExtList soft key, highlight the desired extension number, then press **SELECT** to dial the number.

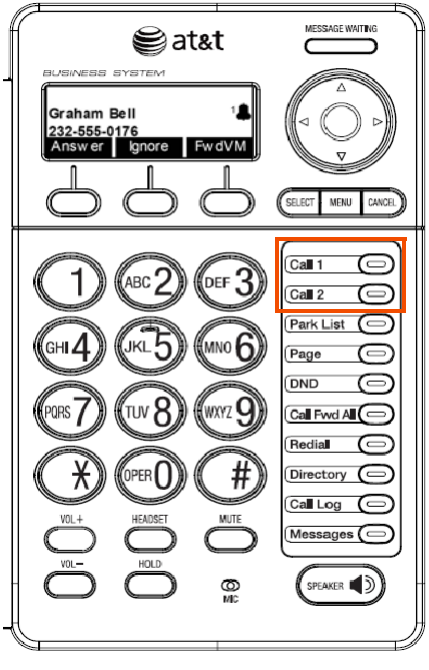
   - Dial the extension number, then press the **INTERCOM** key.

     The Deskset dials the extension in Speakerphone mode. To continue the call using the handset, pick up the handset.

When your Intercom call is answered, the Active Call screen appears, as shown in Figure 20.

CHAPTER 3

INCOMING CALLS



When a call comes in, the Deskset rings and the incoming call information appears as shown at left. The screen displays the caller's name and number (if available). If there is more than one incoming call, the new calls are assigned to Call Appearance/Line Appearance keys while the oldest call remains on the screen.

The procedures in this chapter apply to both Call Appearance and Line Appearance mode, unless otherwise noted.

The following sections describe handling incoming calls:

- *"Incoming Call Screen" on page 38*
- *"Incoming Call Indication" on page 39*
- *"Answering a Call" on page 40*
- *"Ignoring a Call" on page 41*
- *"To Forward All Calls" on page 42*
- *"Call Screening" on page 43*
- *"Auto Answering" on page 44.*

Incoming Call Screen

The Incoming Call and Active Call screens are shown in Figure 21.

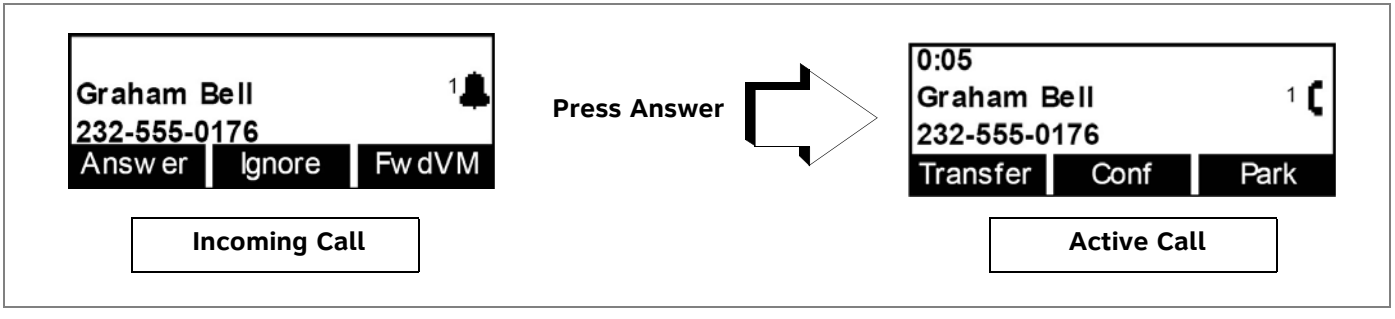


Figure 21. Incoming Call and Active Call

Table 8. Incoming Call Screen Soft Keys

Key	Description	Key	Description	Key	Description
Answer	Answers incoming call.	Ignore	Silences ringer during incoming call.	FwdVM	**Call Appearance mode only—** Forwards incoming call to Voicemail.

If your company has caller ID, the **Incoming Call** screen displays caller information. If the caller ID information is absent because it is unavailable, **UNKNOWN NAME** and **UNKNOWN NUMBER** appear. If the caller chooses not to send the information, **PRIVATE NAME** and **PRIVATE NUMBER** appear.

Incoming Call Indication

When there is an incoming call, the Deskset rings. See *"Sounds" on page 125*.

NOTE Do Not Disturb and Ring Delay both affect the onset of ringing. See *"Using Do Not Disturb (DND)" on page 134* and *"Sounds" on page 125*.

If you are on an active call or live dialing, the new call information is displayed.

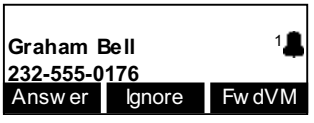


Figure 22. Incoming Call with No Other Calls

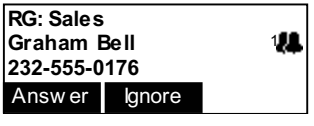


Figure 23. Incoming Ring Group Call with No Other Calls

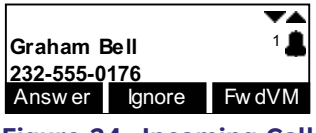


Figure 24. Incoming Call with Other Calls

Call Appearance Mode

When there are no active or held calls, an Incoming Call screen appears, as shown in Figure 22, or, if it is a Ring Group call, as shown in Figure 23.

If your extension is part of a Ring Group, a group of extensions may ring all at once or in a sequence for the same call.

When there are existing calls or held calls, the new calls are assigned to Call Appearance keys while the oldest call remains on the screen, as shown in Figure 24. To switch to one of the other calls:

- Press the ▽ or △ navigation key and then **SELECT**.
- Press the associated Call Appearance Programmable Feature Key.

Line Appearance Mode

When there are no active or held calls, an Incoming Call screen appears as shown in Figure 22 (the FwdVM soft key does not appear).

If someone at another Deskset answers the call, your Deskset returns to Idle mode.

Answering a Call

To answer a call:

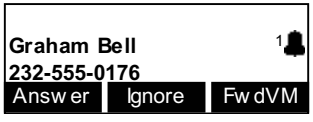


Figure 25. Incoming Call

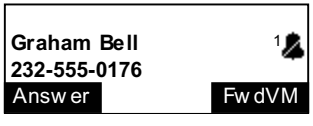


Figure 26. Ignored Call

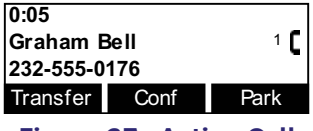


Figure 27. Active Call

To answer an incoming call, as shown in Figure 25, do one of the following:

- Lift the handset.
- Press Answer to answer using the Preferred Audio method. See *"Preferred Audio Mode" on page 127*.
- Press **SPEAKER** to use the speakerphone.
- Press **HEADSET** to use a headset connected to the Headset jack. See *"Call Management Using a Headset" on page 57*.
- For multiple incoming calls, press the corresponding Call Appearance or Line Appearance key to answer each call. New calls remain in the display until you answer or until you press Ignore. See Figure 26.

The active call screen appears, as shown in Figure 27 (Call Appearance mode shown).

NOTE

If you are listening to Voicemail when a call comes in, press Ignore or (in Call Appearance mode) FwdVM to redirect the call and allow message playback to continue.

Call Appearance mode only—If Auto Answer is enabled, the call is automatically answered after the set time delay. See *"Auto Answering" on page 44*.

Once you answer a call:

- Previous active calls are automatically placed on hold.
- If you were predialing, that call is canceled.

Ignoring a Call

You can ignore an incoming call by pressing Ignore to silence the ringer. The silenced ringer icon ( ) appears. If you are on an active or held call, after the incoming call has been ignored, the screen returns to the call you were on before the incoming call.

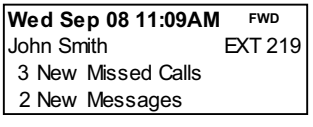
- Once a call is ignored:
  - The Ignore key is no longer available on the incoming call screen.
  - The Call Appearance or Line Appearance LED continues to flash.
  - You can press the flashing Call Appearance key or Line Appearance key to answer the incoming call.
  - In Line Appearance mode, when you have no other active calls, you can lift the handset, press **SPEAKER**, or press **HEADSET** to answer the incoming call.

In Call Appearance mode, after you ignore a call, going off hook does not answer the call, but starts a new call on the next available Call Appearance.

To Forward All Calls

NOTE This feature applies to Call Appearance mode only.

You can forward all calls to the destination that you specified in the User Settings. See *"Call Forward All and Call Forward–No Answer" on page 120*.

To forward all calls:	
 **Figure 28. All Calls Forwarded**	Press **MENU**, then **1**, and then **6**. ■ The Call Forward icon (**FWD**) appears, as shown in Figure 28. ■ Press **MENU**, then **1**, and then **6** again to cancel forwarding all calls.

Call Screening

NOTE This feature applies to Call Appearance mode only.

When an incoming call goes to Voicemail, the Message icon ( ) appears to indicate that recording is in progress. You can listen to the recording in progress and interrupt it at any time by answering the call. If another incoming call occurs while screening a call, the Deskset screen displays the new call.

To screen a call:

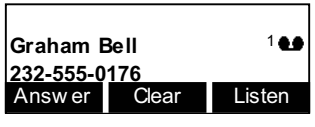


Figure 29. Caller Leaving a Message

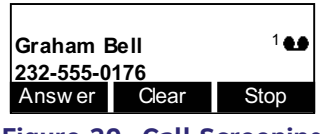


Figure 30. Call Screening

- Press **Listen** to listen to a message that is being recorded, as shown in Figure 29. The **Listen** soft key changes to **Stop** as shown in Figure 30.
- Press **Answer** to interrupt the recording and talk to the caller.
- Press **Clear** to cancel call screening for this call and return to the previous screen.
- Press **Stop** to stop listening to the message being recorded.

Auto Answering

NOTE This feature applies to Call Appearance mode only.

You can set your Deskset to answer calls automatically, without your having to touch the phone to answer. When you enable Auto Answer, **ANS** appears at the top of the Deskset screen as shown in Figure 31 unless **DND** and **FWD** are active, since Auto Answer is disabled when they are on.

To respond to an Auto Answered call:

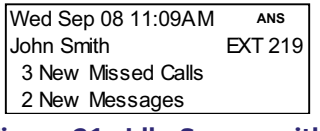


Figure 31. Idle Screen with Auto Answer Indicator

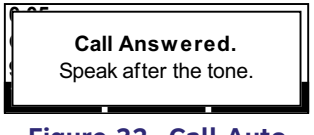


Figure 32. Call Auto Answered

In Idle mode, all incoming calls ring for the amount of time specified in the Auto Answer Delay. See *"Automatic Answering" on page 122*. After the last ring, a two-second notification screen appears, as shown in Figure 32, and you hear a warning tone. (The caller does not hear the tone.)

Talk after the tone.

NOTE If the Auto Answer Delay is set to zero, you hear no ring. Instead, the **Call Answered** screen appears and you hear the warning tone.

If you do not want the Deskset to automatically answer the call, you can press **CANCEL** to send the call to the Call Forward–No Answer target. See *"Call Forward All and Call Forward–No Answer" on page 120*.

If there are multiple incoming calls, Auto Answer applies to the first (oldest) incoming call. Subsequent incoming calls are handled according to the Call Forward–No Answer setting.

Ring Groups are not automatically answered.

Answering Calls in the Call Queue

NOTE This feature applies to Call Appearance mode only.

Your system administrator may have set up your Deskset as a Call Queue Agent. Incoming calls are directed to your Deskset and all other assigned Call Queue Agents.

To answer a call in the Call Queue:

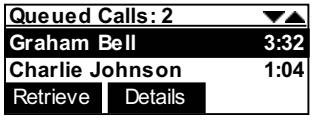


Figure 33. Queued Calls List

When your Deskset is idle, incoming Call Queue calls ring at your extension and at all other idle Call Queue extensions. You can answer these calls as described in *"Answering a Call" on page 40*.

If no one answers an incoming call from the Call Queue, it rings indefinitely. Call Forward–No Answer rules (see *"Call Forward All and Call Forward–No Answer" on page 120*) do not apply to calls that are directed to Call Queue extensions.

When all Call Queue Agents are busy, incoming calls are held in the Call Queue. If your system administrator has set a Programmable Feature Key as a Call Queue key, the LED flashes orange slowly when calls are waiting in the Call Queue.

To view the **Queued Calls** list, press **MENU**, **1**, then **1** as shown in Figure 33. Use the ▽ and △ navigation keys to highlight a call, and press Retrieve or **SELECT** to answer it.

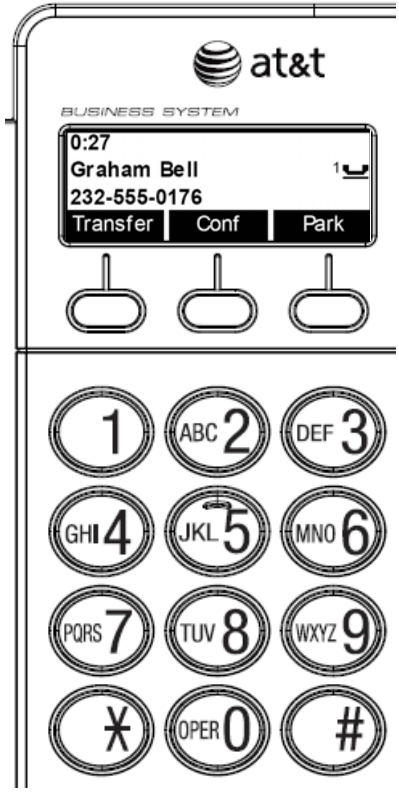
NOTE Your system administrator can configure a wrap-up time, which defines a period during which your Deskset will not ring for another queued call after you complete a Call Queue call.

Depending on how your system is set up, calls from the Call Queue may ring at your Deskset while you are on a call that isn't from the Call Queue.

CHAPTER

4

CALL MANAGEMENT



This chapter describes the call management features of the SB67020 Deskset. The Deskset enables you to put calls on hold, transfer calls, park calls, and create conference calls.

Deskset call management features and procedures differ depending on whether your system is in Call Appearance or Line Appearance mode. This chapter describes the differences between the two modes.

- *"Call Management" on page 47*
- *"Placing a Call on Hold (Call Appearance Mode)" on page 48*
- *"Placing a Call on Hold (Line Appearance Mode)" on page 49*
- *"Transferring a Call Overview" on page 50*
- *"Conferencing" on page 52*
- *"Parking a Call" on page 54*
- *"Call Management with one Call Appearance" on page 56*
- *"Call Management Using a Headset" on page 57.*

Call Management

Call Management begins with the Active Call screen shown in Figure 34. The Call Status icons are described in *"Call Status Icons" on page 22*.

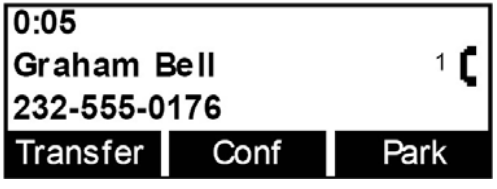


Figure 34. Active Call Screen

Table 9. Active Call Screen Description

Key	Description	Key	Description	Key	Description
Transfer	**Call Appearance mode only—** Begins transfer of a call.	Conf	Begins a conference call.	Park	**Call Appearance mode only—** Parks a call.

Placing a Call on Hold (Call Appearance Mode)

To hold calls and manage held calls:

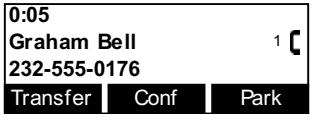


Figure 35. Active Call

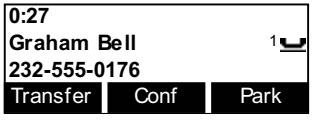


Figure 36. Call Held

1. When you are on an active call, as shown in Figure 35, press **HOLD**.
   - The Held Call Appearance icon appears, as shown in Figure 36.
   - If a call has been on hold for longer than three minutes, the Deskset reminds you with a brief ring every 30 seconds.
   - When a call is on hold, you can use the Programmable Feature Keys or the Deskset Menu to access other functions.
   - When a call is on hold, you can also press:
     - Transfer to start transferring the call
     - Conf to start a conference call
     - Park to park the call.
2. To take the call off hold, you must display the call on screen and then press **SELECT**, or press the associated Call Appearance key.

NOTE Lifting the handset, or pressing **SPEAKER** or **HEADSET**, takes you off hook on an Idle line; it does not take the displayed call off of hold.

Placing a Call on Hold (Line Appearance Mode)

In Line Appearance mode, all Desksets that share assigned lines can view held calls and take calls off hold.

To hold calls and manage held calls:

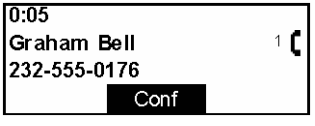


Figure 37. Active Call

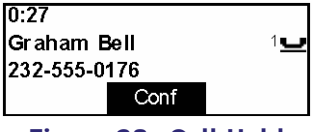


Figure 38. Call Held

1. When you are on an active call, as shown in Figure 37, press **HOLD**.
   - The Held Call icon appears, as shown in Figure 38 and the Line Appearance LED flashes green.
   - On other Desksets that are assigned that line, the Line Appearance LED flashes orange. Someone at any other Deskset assigned that line can press the flashing orange Line Appearance key to take the call off hold, making it an active call on their Deskset.
   - All Desksets, including those that are not assigned that line, can view and take your call off hold from the Held Calls list. See *"Accessing the Held Calls List (Line Appearance mode)" on page 72*.
   - When you put an Intercom call on hold, only you can take the call off hold.
   - When a call is on hold, you can use the Programmable Feature Keys or the Deskset Menu to access other functions.
   - When a call is on hold, you can also press Conf to start a conference call. See *"Conferencing" on page 52*.
2. To take the call off hold, press the flashing Line Appearance key for that call.

Transferring a Call Overview

NOTE This section applies to Call Appearance mode only. To make calls available to other Desksets when your system is in Line Appearance mode, put a call on hold. Someone at another Deskset can retrieve the call if that line has been assigned to their Deskset as described in *"Placing a Call on Hold (Line Appearance Mode)" on page 49*. To view and access held calls on all lines, see *"Accessing the Held Calls List (Line Appearance mode)" on page 72*.

You can transfer an active or a held call.

The transfer recipient does not have to talk to you before receiving the transferred call. If you do not talk to the transfer recipient before transferring the call, you are making an "unsupervised" transfer. If you talk to the transfer recipient before completing the transfer, you are making a "supervised" transfer.

You can transfer a call to an internal extension or an outside number. You can transfer a call to an outside number only if your system administrator has enabled this feature.

Transferring a Call

To transfer a call to an extension, phone number, or Group Mailbox:

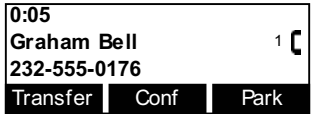


Figure 39. Active Call

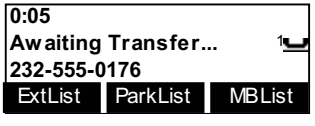


Figure 40. Transfer Setup

Figure 41. Entering the Transfer Number

Figure 42. Transfer Pending

1. Press Transfer from the Active Call screen, as shown in Figure 39. The call is automatically put on hold and the Transfer Setup screen appears, as shown in Figure 40. Do one of the following:

   - Press a soft key to access a list, then press the ▽ or △ navigation key to display an extension, parked call, phone number, or Group Mailbox, and then press **SELECT**.

     OR

     Press a Call Appearance key and dial an extension or outside phone number, as shown in Figure 41.

     OR

     Press the ▽ or △ navigation key to select a held call and press the Call Appearance key to take the call off hold.

   The transfer is now pending. You can speak to the person to whom you are transferring the call and announce the transfer, as shown in Figure 42. You can cancel the Awaiting Transfer... screen on the first call by pressing **CANCEL**. The call remains on hold.

2. To complete the transfer, press Transfer. A **Call Transferred** screen, as shown in Figure 43, appears for two seconds. When the transfer is complete, the screen returns to Idle mode.

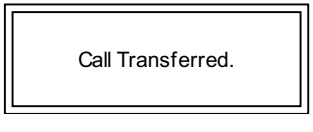


Figure 43. Transfer Complete

Conferencing

You can set up a conference call with yourself and two telephone numbers (either internal, outside, or with both). The figures below show Call Appearance mode, but the procedure is the same in Line Appearance mode.

To conference:

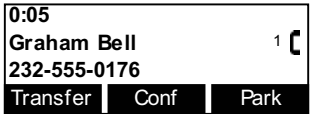


Figure 44. Active Call

Figure 45. Conference Setup

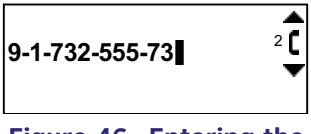


Figure 46. Entering the Second Phone Number

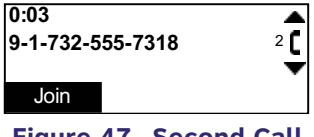


Figure 47. Second Call Established

1. Press **Conf** from an Active Call screen, as shown in Figure 44.

   The active call is automatically placed on hold and the screen in Figure 45 appears.

2. Establish a second call. You can dial the second call normally, as shown in Figure 46, or you can select a held call and take it off hold, or you can start the second call from a list. See *"Accessing Items in Lists" on page 58*.

   Once the second call has been established, the screen shown in Figure 47 appears.

3. To join the calls, press **Join**.

   The selected parties are now in conference, as shown in Figure 48.

   Your extension is in conference with the other two phone numbers. If you hang up while on the conference, the conference ends. If you make or take another call, the conference continues without you. You can rejoin by pressing a corresponding Call Appearance or Line Appearance key.

Figure 48. Conference Complete

Hold and Cancel a Conference

The figures below show Call Appearance mode, but the procedure is the same in Line Appearance mode.

To put a conference on hold:

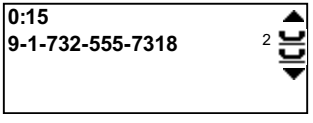


Figure 49. Held Conference

When you are participating in a conference call, you can put both calls on hold by pressing **HOLD**. The other callers can continue communicating with each other. The held conference icon, as shown in Figure 49, designates a held conference.

NOTE Conf is unavailable during an active call if you have another conference on hold.

A conference is automatically put on hold when you:

- Press an available Call Appearance or Line Appearance key to start a new call.
- Answer an incoming call.

Press a Call Appearance or Line Appearance key to take the conference call off hold.

To cancel a conference:

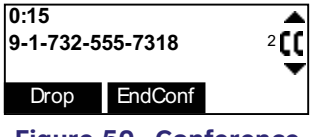


Figure 50. Conference

From the Conference screen shown in Figure 50, you can press:

- EndConf to end the conference. Both calls hang up and the system returns to whatever Call Appearance or Line Appearance you were on before the conference call.
- The ▽ or △ navigation key (Call Appearance mode) or press the Line Appearance key (Line Appearance mode) to display the call you want to end, and then press Drop. The other call remains active.

Parking a Call

NOTE This feature applies to Call Appearance mode only.

You can park either active or held outside calls. Parking a call is similar to putting a call on Hold, but any extension on the system can retrieve a parked call. See *"Retrieving a Parked Call" on page 55*.

To park a call:

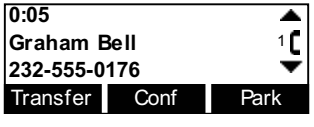


Figure 51. Select Call

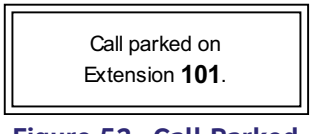


Figure 52. Call Parked

Figure 53. Parked Call Ringback

From an active or held outside call, as shown in Figure 51, press the ▽ or △ navigation key to display the active or held outside call you want to park, then press Park.

The screen shown in Figure 52 appears for five seconds, then the Idle screen appears.

Pick up a parked call within three minutes or the Deskset rings and the parked call appears, as shown in Figure 53. To answer a call that is ringing back, press Answer.

Retrieving a Parked Call

You can retrieve parked calls from any extension in the system.

To retrieve a parked call:

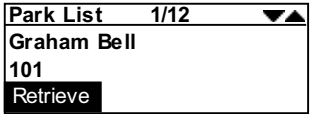


Figure 54. Park List

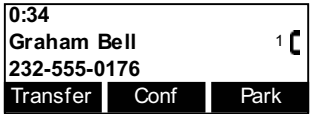


Figure 55. Call Retrieved

If you know the extension number of the parked call, dial it. You will retrieve the parked call.

OR

1. Press **MENU**, then **1**, and then **2** to display the **Park List** screen, as shown in Figure 54.
2. Press the △ or ▽ navigation key to display the desired entry.
3. Press Retrieve to retrieve the parked call. The Active Call screen appears, as shown in Figure 55.

   OR

   Press **CANCEL** to return to the Idle screen.

Call Management with one Call Appearance

NOTE This section applies to Call Appearance mode only.

If your system administrator has configured your Deskset with one Call Appearance key, some features are restricted. These restrictions also apply when the Deskset has more than one Call Appearance key, and all Call Appearances are occupied.

- If you are on an active call, held call, or incoming call, additional incoming calls cannot be received. Callers are forwarded straight to the Call Forward – No Answer destination. You also cannot screen calls.
- When the sole Call Appearance is occupied, you cannot dial or predial.
- When the sole Call Appearance is occupied, if you attempt to call a number from a list (such as the Call Log), or if you attempt to transfer a call or use the conference feature, a screen such as the one shown in Figure 56 appears.

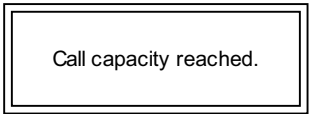


Figure 56. Call Capacity Reached

Call Management Using a Headset

You can use a corded or cordless headset with the SB67020 Deskset if it is plugged into the jack on the bottom of the Deskset. The cordless headset must provide its own wireless radio.

To use a Headset:

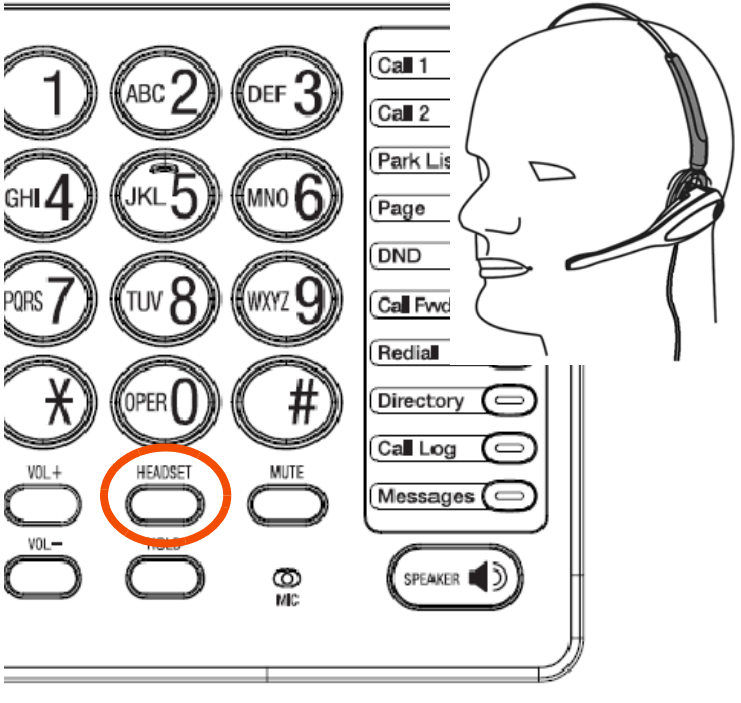


Figure 57. Headset

- From Idle mode or during a call, press **HEADSET**, as shown in Figure 57.

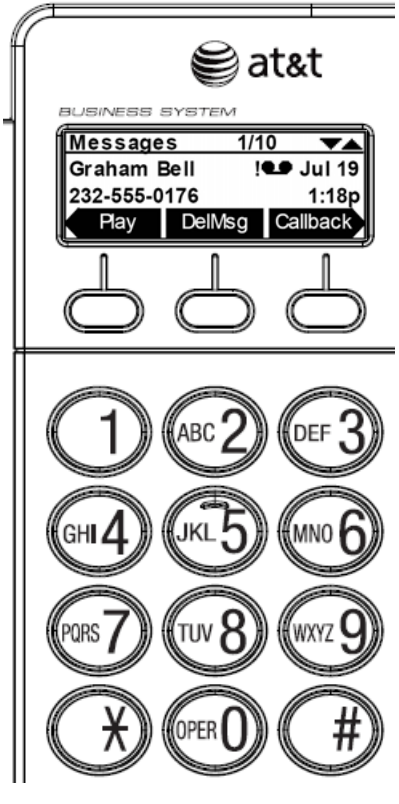
  If you have a headset connected to the jack on the bottom of the Deskset and turned on, then that headset becomes active.

- To return audio to the Deskset (speakerphone or handset), press **HEADSET**.

NOTE You cannot use the Deskset **HEADSET** key to control the audio of headsets.

CHAPTER 5

ACCESSING ITEMS IN LISTS



The Deskset has lists of phone numbers that are used for making calls and for call management. Some of the lists, like Voicemail, have other features associated with them that are explained elsewhere in this guide. In this chapter, you learn how to access an individual item in a list. All instructions start from the Idle screen.

The Deskset may provide access to the following lists:

- **Call Queue** — See *"Accessing the Call Queue List" on page 59*
- **Park List** — See *"Accessing the Park List" on page 60*
- **Voicemail List** — See *"Accessing Voicemail" on page 61*
- **Directory List** — See *"Accessing the Directory" on page 63*
- **Call Log** — See *"Accessing the Call Log" on page 64*
- **Extension List** — See *"Accessing the Extension List" on page 65*
- **Quick Dial** — See *"Accessing Quick-Dial Numbers" on page 66*
- **Redial List** — See *"Dialing a Redial Number" on page 68*
- **Held Calls List** – See *"Accessing the Held Calls List (Line Appearance mode)" on page 72.*

Accessing the Call Queue List

NOTE This feature applies to Call Appearance mode only.

The system administrator can forward Incoming Calls to the Call Queue. The **Queued Calls** list contains unanswered calls. If the system administrator has assigned your extension to the Call Queue, queued calls ring at your extension when your extension becomes idle. You can also view and answer queued calls by accessing the **Queued Calls** list.

To access an entry from the Queued Calls list:

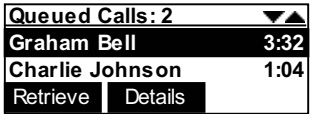


Figure 58. Call Queue

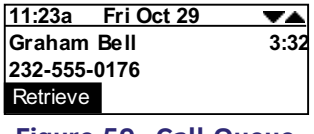


Figure 59. Call Queue Details

Figure 60. Retrieved Call

Press **MENU**, then **1**, and then **1** to display the **Queued Calls** screen shown in Figure 58.

- The oldest queued call is at the top of the list.
- Press the △ or ▽ Navigation key to highlight the desired entry.
- Press Details to view the caller's phone number, as shown in Figure 59. Press **CANCEL** to return to the **Queued Calls** screen without answering the call.
- Press Retrieve or **SELECT** to retrieve (answer) the queued call, as shown in Figure 60.
- Press **CANCEL** to avoid answering the call. You return to the Idle screen without answering the call.

Accessing the Park List

NOTE This feature applies to Call Appearance mode only.

Use the **Park List** screen to access parked calls from any extension.

To access an entry in the Park List:

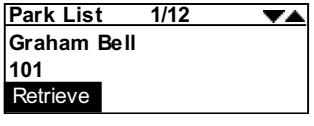


Figure 61. Park List

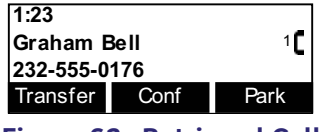


Figure 62. Retrieved Call

Press **MENU**, then **1**, and then **2** to access the **Park List** screen shown in Figure 61.

- Press the △ or ▽ navigation key until the desired entry is on the screen.
- Press Retrieve or **SELECT** to retrieve (answer) the parked call, as shown in Figure 62.
- Press **CANCEL** to return to the Idle screen.

Accessing Voicemail

For more information about Voicemail, see *"Voicemail" on page 82*.

To access an entry from Voicemail:

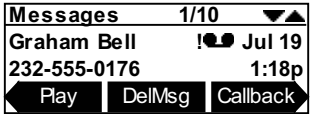


Figure 63. Voicemail Messages

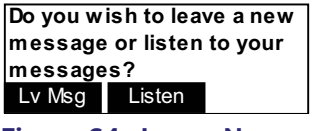


Figure 64. Leave New or Listen Choice

1. **Call Appearance mode:** Press **MENU**, then **1**, and then **4** to access the **Messages** screen.

   Line Appearance mode: Press **MENU**, then **1**, and then **3** to access the **Messages** screen.

   If necessary, use the dial pad to enter your user password and press **SELECT**.

NOTE Once you have entered your password, you do not have to enter it again while you are reviewing messages. However, if you exit the **Messages** screen or go to another feature, you will need to enter your password to access the Message list.

The screen that appears depends on your system configuration.

If you do not have Voicemail Distribution enabled or access to a Group Mailbox, Voicemail messages appear showing new and old messages, as shown in Figure 63.

If you have enabled Voicemail Distribution (see *"Voicemail Distribution" on page 145*), the Leave New or Listen screen appears, as shown in Figure 64.

- Press LvMsg to create a message to send to a Voicemail Distribution List. See *"Forwarding a Voicemail Message" on page 92*.
- Press Listen to view the Mailbox List (if you have Group Mailboxes), as shown in *Figure 65 on page 62* or Voicemail messages, as shown in Figure 63.

To access an entry from Voicemail: (Continued)

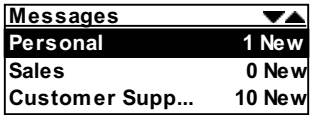


Figure 65. Mailbox List

If your system administrator has assigned a Group Mailbox to you, a list of your Personal Mailbox and the Mailbox List appears, as shown in Figure 65.

a. If necessary, press the △ or ▽ navigation key to highlight the desired Mailbox.

b. Press **SELECT**. The **Messages** screen shown in *Figure 63 on page 61* appears.

2. Press the △ or ▽ navigation key until you see the desired **Messages** entry.

   See *"Voicemail" on page 82* for more information about Group Mailboxes.

3. Press **CANCEL** to exit the Voicemail list.

Accessing the Directory

By default, the **Directory** screen displays the combination of all three Directory lists—Personal, System, and Extension. You can choose to view any combination of the lists. See *"Viewing and Calling Directory Entries" on page 75*.

To access a Directory entry:

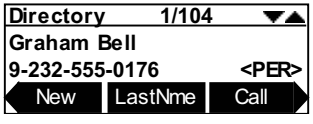


Figure 66. Directory

Call Appearance mode: Press **MENU**, then **1**, and then **7** to access the **Directory** screen shown in Figure 66.

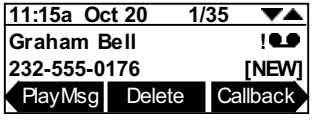
Line Appearance mode: Press **MENU**, then **1**, and then **5** to access the **Directory** screen.

- Press the △ or ▽ navigation key until the desired entry is on the screen.
- Press **CANCEL** to exit the Directory list.

NOTE More information about creating and using directories appears in *"Using the Directory" on page 74*.

Accessing the Call Log

For more information about the Call Log, see *"Call Log" on page 101*.

To access the Call Log list:	
 **Figure 67. Call Log**	**Call Appearance mode:** Press **MENU**, then **1**, and then **8** to access the Call Log screen shown in Figure 67. **Line Appearance mode:** Press **MENU**, then **1**, and then **6** to access the Call Log screen. ■ Press the △ or ▽ navigation key until the desired entry is on the screen. ■ Press **CANCEL** to exit the Call Log list.

Accessing the Extension List

You can access the Extension List as part of the Directory when the phone is idle. See *"Accessing the Directory" on page 63*. When you go off-hook, you can access the Extension List using the ExtList soft key that appears.

To access the Extension list:

Figure 68. Dialing

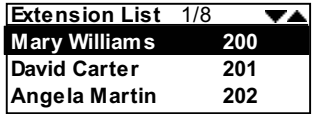


Figure 69. Extension List

1. **Call Appearance mode:** Lift the receiver or press Speaker to go off hook and display the Dialing screen, as shown in Figure 68.

   Line Appearance mode: Press the Intercom key to go off hook.

2. Press ExtList to access the **Extension List** screen shown in Figure 69.
   - Press the △ or ▽ navigation key until you highlight the desired entry.
   - Press **SELECT** to dial the selected extension.
   - Press **CANCEL** to exit the **Extension List** screen.

Accessing Quick-Dial Numbers

If configured by the system administrator, you have one or more Quick-Dial buttons among the Programmable Feature Keys shown in Figure 70 (Call Appearance mode shown).

To access and dial Quick-Dial numbers:

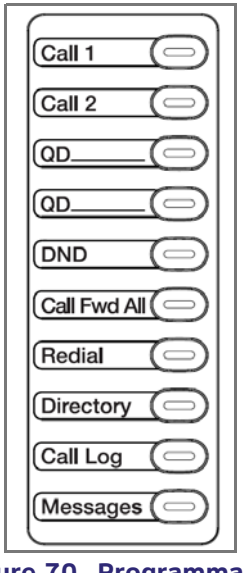


Figure 70. Programmable Feature Keys

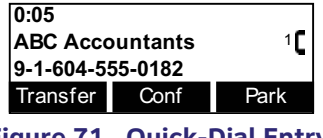


Figure 71. Quick-Dial Entry Dialed

If the system administrator has set some of your Programmable Feature Keys as Quick-Dial buttons, press a Quick-Dial button to dial the number associated with that button. The call appears, as shown in Figure 71 (Call Appearance mode shown).

The Quick-Dial entries are not associated with the Directory.

You can add and edit Quick-Dial entries from the WebUI. See *"Quick Dial" on page 144.*

Accessing the Redial List

The last 20 phone numbers that you dialed are recorded in the Redial list, as shown in Figure 72.

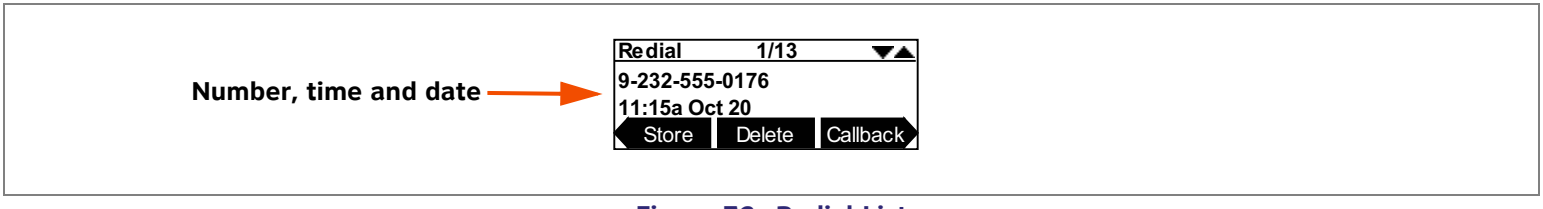


Figure 72. Redial List

Table 10. Redial List Function

Key	Description	Key	Description	Key	Description
Store	Stores the caller's number in the Personal list. You can also enter the caller's name.	Delete	Deletes the entry.	Callback	Allows you to dial the number or store the caller's number in the Personal list.
DelAll	Deletes all entries.				

Dialing a Redial Number

To dial a Redial number:

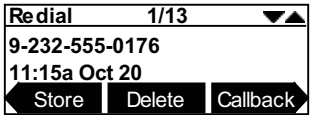


Figure 73. Redial List

Figure 74. Redial Callback

Call Appearance mode—Press **MENU**, then **1**, and then **9** to access the Redial list, as shown in Figure 73.

Line Appearance mode—Press **MENU**, then **1**, and then **7** to access the Redial list.

- Press the △ or ▽ navigation key until you see the desired entry.
- Press **SELECT** to dial the number, or press Callback to call the number or store the caller's number, as shown in Figure 74.
- Press **CANCEL** to exit the Redial list.

Storing Redial Entries

To store a Redial entry into your Personal list:

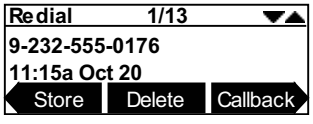


Figure 75. Redial List

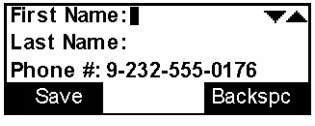


Figure 76. Personal Entry

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **9** to access the Redial list, as shown in Figure 75.

   Line Appearance mode—Press **MENU**, then **1**, and then **7** to access the Redial list.

2. Press the △ or ▽ navigation key until you see the desired entry.

3. Press Store. The screen shown in Figure 76 appears.

   - The Deskset automatically fills in the number.
   - If necessary, enter the caller's first name and last name. Press the ▽ navigation key to move the cursor to the **Last Name** and **Phone #** entries.

4. Press Save to save the entry.

NOTE The system does not check for duplicate entries.

Deleting Redial Entries

You can delete a single Redial entry from the Redial list or all Redial entries. Ensure the entry you wish to delete is displayed.

To delete a single entry:

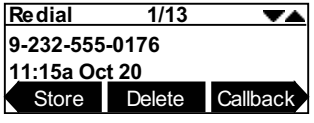


Figure 77. Redial List 1

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **9** to access the Redial list, as shown in Figure 77.

   Line Appearance mode—Press **MENU**, then **1**, and then **7** to access the Redial list.
2. Press the ▲ or ▼ navigation key until you see the desired entry.
3. Press **Delete**. The next entry in the list is displayed.
4. Press **CANCEL** to exit the Redial list.

To delete all Redial entries:

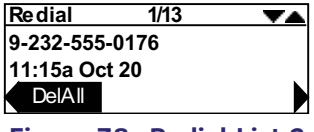


Figure 78. Redial List 2

Figure 79. Delete All

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **9** to access the Redial list, as shown in Figure 77.

   Line Appearance mode—Press **MENU**, then **1**, and then **7** to access the Redial list.
2. Press the ◁ or ▷ navigation Keys to display the **DelAll** soft key, as shown in Figure 78.
3. Press **DelAll**. A confirmation screen appears, as shown in Figure 79.
4. Press **Yes** to confirm deletion.
5. Press **CANCEL** to exit the Redial list.

Searching the Directory or Extension Lists Using the Dial Pad

Use the dial pad to get to the first entry that starts with any letter.

To search for a list entry:

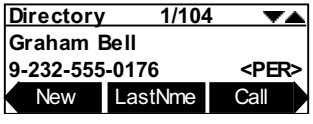


Figure 80. Directory List

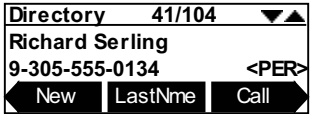


Figure 81. Search Result

1. Select a list to search, such as the Directory, as shown in Figure 80.
2. Press the dial-pad keys to cause the Deskset to search for an exact match or the closest match. For example:
   - If you press **4** once, the Deskset searches for names beginning with **G**.
   - If you press **7** three times, the Deskset searches for names beginning with **R**.

     See *"Dial-Pad Entry" on page 27* for information on entering other individual letters. This searching function uses only the uppercase letters.
   - When an exact match is found, that entry appears, as shown in Figure 81.
   - If you enter a letter and the Deskset cannot find an exact match, the Deskset displays the entry with the next closest alphabetical match.

Accessing the Held Calls List (Line Appearance mode)

When you or anyone else in your office puts an external call on hold, the call is displayed in the Held Calls List. From the Held Calls List, you can view and retrieve any held call in the system.

Your Deskset Line Appearance LEDs also show which lines have held calls on them, but only for the lines assigned to your Deskset. All Desksets in the system may not have the same lines assigned to them. For example, your department may have lines 1 to 4 assigned to your Desksets. Another department in your company may have lines 5 to 8 assigned to their Desksets. Using the Held Calls List at your Deskset, you can access calls being held on lines 1 to 8.

To view and retrieve calls from the Held Calls List:

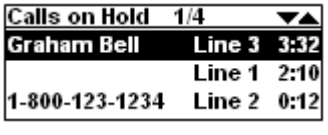


Figure 82. Held Calls List

1. Press **MENU**, then **1**, then **1**.

   The **Calls on Hold** screen appears, as shown in Figure 82.

2. Press the ▲ or ▼ navigation key to highlight the desired call.

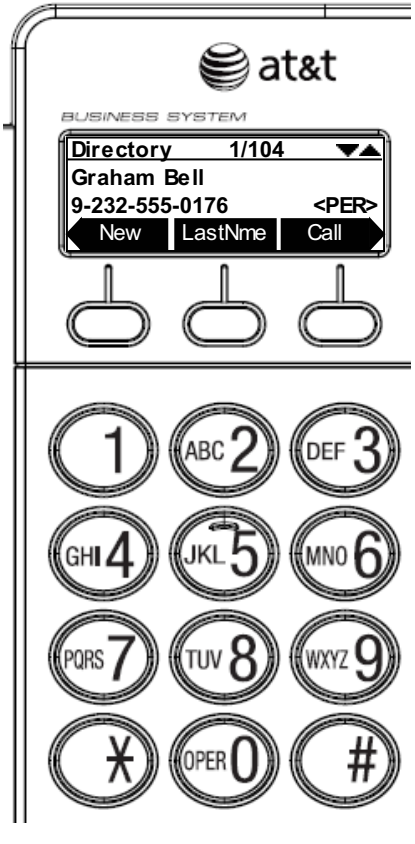
3. Press **SELECT** to retrieve the call.

   The call becomes active on your Intercom line. Any previous active call on your Deskset goes on hold.

NOTE If you place a Line Appearance call on hold then retrieve the same call from the Held Calls List, you will only be able manage the call on the Intercom line.

CHAPTER 6

DIRECTORY



The Synapse system provides three Directory lists. By default, the system displays entries from all three lists. See *"To view and call the Directory entries:" on page 75* to learn how you can limit this display to one of the three lists.

- **Personal** — You can add, edit, and delete up to 50 entries in this Personal directory from the Deskset or the WebUI (referred to as "Extension Directory" on the WebUI). These entries are available only at your extension.
- **System** — This public directory is created and maintained by the system administrator. You can sort and view this directory of up to 100 entries, but you cannot modify it.
- **Extension** — This is a list of all extensions in the system. It contains the Display Names that the administrator entered and the extension number of each Deskset. You can view and sort this directory, but you cannot modify it.

- *"Using the Directory" on page 74*
- *"Viewing and Calling Directory Entries" on page 75*
- *"Creating a New Personal List Entry" on page 77*
- *"Editing a Personal List Entry" on page 78*
- *"Storing Directory Entries from the Call Log or Redial List" on page 79*
- *"Directory Sort" on page 81.*

Using the Directory

Access the Directory by pressing **MENU**, then **1**, and then **7** (Call Appearance mode) or **MENU**, then **1**, and then **5** (Line Appearance mode) to display the screen shown in Figure 83. By default, the Deskset shows the contents of all three lists — Personal, System, and Extension — but you can limit the display to one list. Press **SELECT** or Call to dial the displayed phone number.

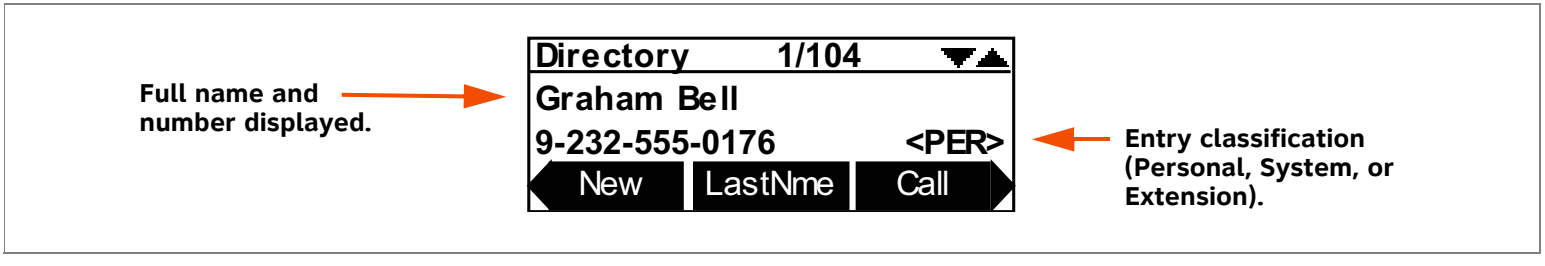


Figure 83. Directory

Table 11. Directory Screen Description

Key	Description	Key	Description	Key	Description
New	Creates a new entry in the Personal list.	FirstNme LastNme	Switches between first and last name sort in Directory and Extension list.	Call	Dials the on-screen number.
Edit	Allows you to change previously entered information.	Settings	Displays a list of Directory settings.	Delete	Deletes the entry.

Viewing and Calling Directory Entries

You can view all **Directory** entries in one list, or you can view just the Personal list, System list, or Extension list. Within a list, you can press a dial-pad key to see the first name that starts with the first letter on that key. If there is no match, the Deskset displays the next entry in the alphabetical list.

To view and call the Directory entries:

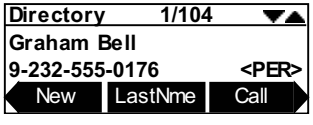


Figure 84. Directory

Call Appearance mode—Press **MENU**, then **1**, and then **7** to display the **Directory** screen shown in Figure 84.

Line Appearance mode—Press **MENU**, then **1**, and then **5** to display the **Directory** screen.

NOTE

If the list is currently sorted by first name, LastNme appears. If you press LastNme, the list is temporarily sorted by last name. FirstNme appears.

If the Directory is empty, only New and Call appear.

If the entry is Personal, Edit and Delete appears.

- Press the △ or ▽ navigation key to show the previous or next entry.
- Press **SELECT** to dial the displayed phone number.

To view and call the Directory entries: (Continued)

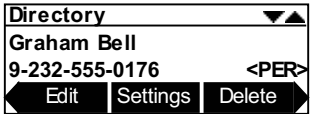


Figure 85. Directory with Settings Soft Key

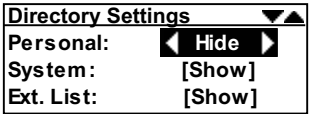


Figure 86. Directory Settings 1

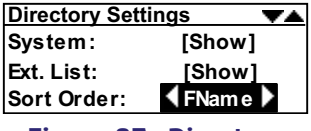


Figure 87. Directory Settings 2

- Press the ◁ or ▷ navigation key to display **Settings**, as shown in Figure 85.
  - Press **Settings** to display the Directory Settings screen, as shown in Figure 86.
  - Press the △ or ▽ navigation key to highlight the desired list, and press the ◁ or ▷ navigation key to select **Show** or **Hide**. Show all lists by setting all three to **Show**.

    OR

  - Press the △ or ▽ navigation key to highlight **Sort Order**, as shown in Figure 87.

    Press the ◁ or ▷ navigation key to select the default sort order.
- Changes are saved immediately. Press **CANCEL** to return to the **Directory** screen.

Creating a New Personal List Entry

You can add up to 50 personal entries to the **Directory**. These personal entries are only visible at your extension.

To create a new Personal list entry:

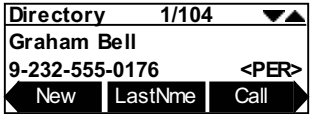


Figure 88. Directory

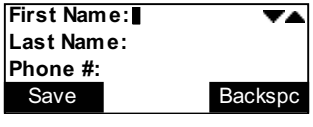


Figure 89. Personal Entry

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **7** to display the **Directory**, as shown in Figure 88.

   Line Appearance mode—Press **MENU**, then **1**, and then **5** to display the **Directory**.

2. Press New to display the Personal Entry screen with the cursor positioned in the **First Name** field, as shown in Figure 89.

3. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad. See *"Dial-Pad Entry" on page 27*. The name text fields are limited to 20 characters each and the number field is limited to 32 digits.

4. When editing the entry, you have the following options:

   - Press the ◁ or ▷ navigation key to move the cursor.
   - Press the △ or ▽ navigation key to move to the previous or next field.
   - Press Backspc to erase the highlighted character if there is one, or else the character before the cursor.
   - Press Pause to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
   - For outside phone numbers, enter a **9** or whatever digit, if any, that must be dialed first to indicate this is an outside call.

5. Press Save. The **Directory** shown in Figure 88 appears.

Editing a Personal List Entry

You can edit any Personal list entry while viewing the **Directory**.

To edit a Personal list entry:

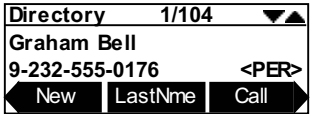


Figure 90. Personal List

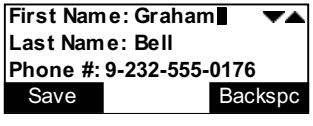


Figure 91. Personal Entry

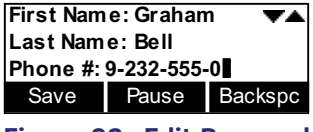


Figure 92. Edit Personal Entry

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **7** to display the **Directory**, as shown in Figure 90.

   Line Appearance mode—Press **MENU**, then **1**, and then **5** to display the **Directory**.

2. Press the △ or ▽ navigation key to display a **Personal** entry.

3. Press Edit to display the **Personal Entry** edit screen, as shown in Figure 91.

   NOTE The Edit key is not available when a **System** or **Extension** entry appears in the Directory list.

4. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad, as shown in Figure 92. See *"Dial-Pad Entry" on page 27*. The name text fields are limited to 20 characters each and the number field is limited to 32 digits.

5. When editing the entry, you have the following options:

   - Press the ◁ or ▷ navigation key to move the cursor.
   - Press the △ or ▽ navigation key to move to the previous or next field.
   - Press Backspc to erase the highlighted character if there is one, or else the character before the cursor.
   - Press Pause to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
   - For outside phone numbers, enter a **9** or whatever digit, if any, that must be dialed first to indicate this is an outside call.

6. Press Save. The **Directory** shown in Figure 90 appears.

Storing Directory Entries from the Call Log or Redial List

To store a Call Log or Redial entry into your Personal list:

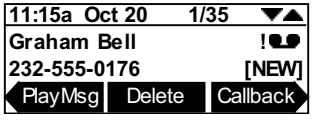


Figure 93. Redial List

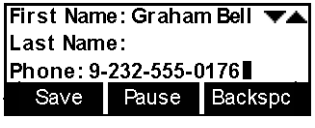


Figure 94. Personal Entry

1. In the **Call Log** or **Redial** list press the ▲ or ▼ navigation key to highlight the desired entry. The **Call Log** list is shown in Figure 93.
2. If necessary, press the ◁ or ▷ navigation key to see the Store soft key.
3. Press Store to store the entry in your Personal list. The screen shown in Figure 94 appears.

   The Deskset automatically fills in the name and number, if available.

   - If necessary, edit the name and number. Press the ▼ navigation key to move the cursor to the **Last Name** and **Phone #** entries.
   - Press Backspc to erase the highlighted character if there is one, or else the character before the cursor.
   - Press Pause to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
   - For outside phone numbers, enter a **9** or whatever digit, if any, that must be dialed first to indicate this is an outside call.
4. Press Save to save the entry.

NOTE The system does not check for duplicate entries.

Deleting a Personal List Entry

You can delete any one of your personal list entries while viewing the **Directory**.

To delete a Personal list entry:

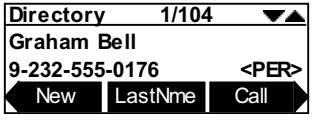


Figure 95. Directory

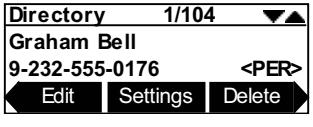


Figure 96. Directory Edit

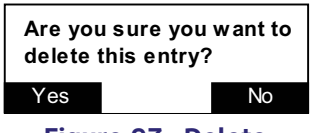


Figure 97. Delete Confirmation

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **7** to display the **Directory**, as shown in Figure 95.

   Line Appearance mode—Press **MENU**, then **1**, and then **5** to display the **Directory**.
2. Press the △ or ▽ navigation key to display the entry to be deleted.
3. Press the ▷ navigation key so that Delete appears, as shown in Figure 96.
4. Press Delete. The confirmation screen appears, as shown in Figure 97.
5. To confirm the deletion, press Yes.

NOTE The Delete key is not available when a System or Extension entry appears in the Directory.

Directory Sort

The **Directory** entries are sorted by first or last names.

To sort Directory entries:

Figure 98. Last Name Sort

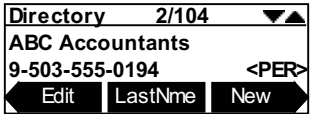


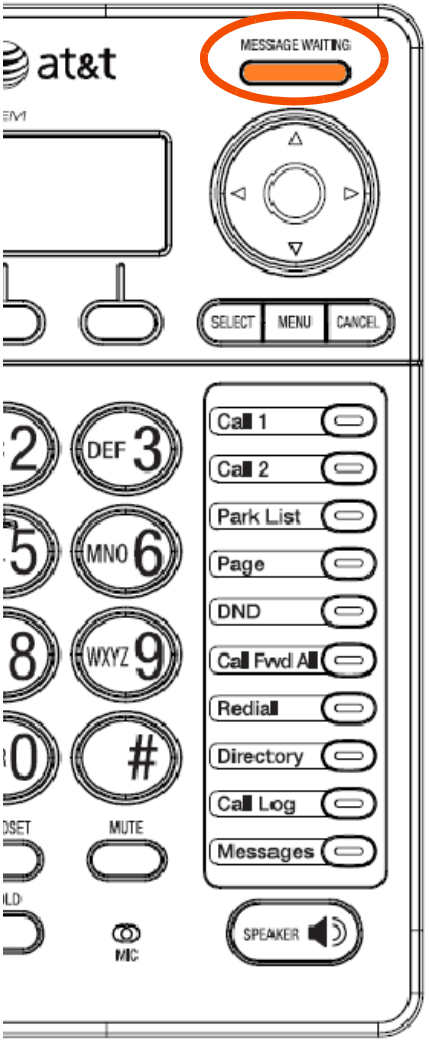
Figure 99. First Name Sort

Call Appearance mode—Press **MENU**, then **1**, and then **7** to display the **Directory**, as shown in Figure 98.

Line Appearance mode—Press **MENU**, then **1**, and then **5** to display the **Directory**.

- To sort the entries by first name, press FirstNme as shown in Figure 98.
- To sort the entries by last name, press LastNme as shown in Figure 99.

The **Directory** stays in the chosen sort order until you change it.



CHAPTER 7

VOICEMAIL

Your Synapse system records and saves incoming Voicemail messages. You can play, delete, or forward those messages to one or many other extensions. The MESSAGE WAITING LED, shown at left, lights up when there is at least one new message. The Voicemail messages are stored in one or more mailboxes. Each individual message can be up to 2 minutes. There are 30 minutes of Personal Message record time in the Personal Mailbox at each Deskset. You can also create a new message and send it to a Voicemail distribution group that you have created. See *"Voicemail Distribution" on page 145*.

Your system administrator may give you access to one or more Group Mailboxes. Group Mailboxes allow more than one person access to Voicemail messages, which are stored in the ATA. Group Mailboxes can be set by your system administrator to have up to 60 minutes of record time.

Access to Personal Messages is different than access to messages in Group Mailboxes.

- *"Voicemail Overview" on page 83*
- *"Group Mailbox Overview" on page 85*
- *"Accessing Your Messages" on page 87*
- *"Sending a New Message to a Distribution List" on page 95*
- *"Accessing Your Voicemail Remotely" on page 98.*

Voicemail Overview

When there is at least one new message, the MESSAGE WAITING LED lights up, as shown in Figure 100.

Figure 100. Message Waiting LED

NOTE Messages left by outside callers are terminated after six seconds of silence.

Messages appear in a list similar to the list shown in Figure 101. Pressing the ▲ or ▼ navigation key cycles through the messages in the list. Pressing the ◀ or ▶ navigation key cycles through the soft keys described in Table 12. To access message lists, see *"Accessing Your Messages" on page 87*.

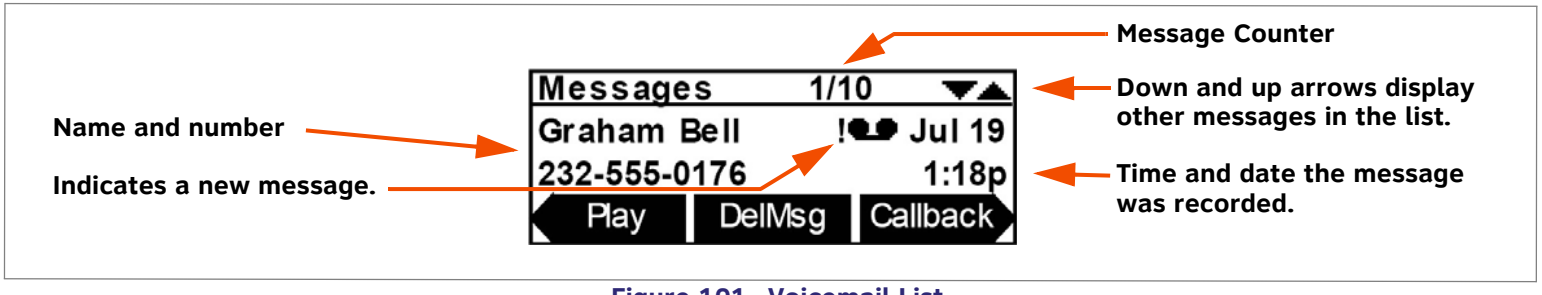


Figure 101. Voicemail List

Table 12. Voicemail List Description

Key	Description	Key	Description	Key	Description
Play	Plays message.	DelMsg	Deletes displayed message.	Callback	Allows dialing options before calling a number from Call Log, Redial list, or Messages.
FwdMsg	Initiates Message Forward function.	Play All	Plays all Voicemail messages.	ClrNew MrkNew	Clears and restores the new message indication from a message.
DelAll	Deletes all Voicemail messages.			MBList	Switch to the next Group Mailbox.

Group Mailbox Overview

If your system has an optional ATA and your system administrator gave you access to a Group Mailbox, the **# New Messages** count on the Idle screen includes your new private messages and new messages in any Group Mailboxes to which you are assigned.

If you press **MENU**, then **1**, and then **4** (Call Appearance mode) or **MENU**, then **1**, and then **3** (Line Appearance mode) and have not enabled Voicemail distribution, a list of mailboxes appears, as shown in Figure 102.

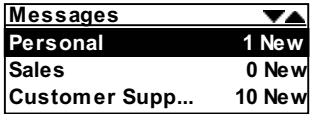


Figure 102. Group Mailbox List

If you have enabled Voicemail Distribution, you will see a screen, as shown in Figure 103, that allows you to press Listen to see the screen with the list of mailboxes.

Figure 103. Leave New Message or Listen

From the Mailbox list screen, you can access your personal Voicemail and messages stored in Group Mailboxes, such as the sales department shown in Figure 102. Select a mailbox to access the messages stored in that mailbox.

A screen with the first message in that Mailbox appears, as shown in Figure 104. "Messages" or the name of the Group Mailbox appears at the top of the screen.

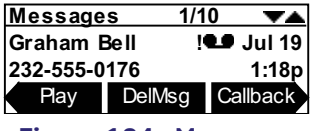


Figure 104. Messages

Group Mailboxes provide general delivery of Voicemail messages to a group within an organization. Group Mailboxes are different from your personal mailbox in the following ways:

- After someone listens to a message, the **!** indicator for that message is removed from the screens of all participants of that group.
- If someone else is listening to a message when you delete it, the message is not deleted until the listener exits the Voicemail session.
- Message playback is not interrupted if you receive a call while playing Group Mailbox Voicemail. The incoming call appears on the Deskset screen accompanied by a call-waiting tone. (There is no call-waiting tone in Line Appearance mode.)

- Messages in Group Mailboxes are not stored in your Deskset, so even if your Personal Mailbox is full, there may be space available in some of your Group Mailboxes.
- When a mailbox is nearly full, **[<5 Min]** appears, and when it is full, **[Full]** appears next to that Personal Mailbox or Group Mailbox as shown in Figure 105. Delete messages to make more room.

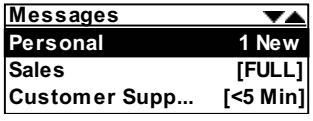


Figure 105. Full Group Mailbox

Accessing Your Messages

Access to your messages is different depending on whether or not you have access to any Group Mailboxes, and whether you have enabled Voicemail distribution. If you do not have access to a Group Mailbox, and you have not enabled Voicemail distribution, you can access your messages by pressing **MENU**, then **1**, and then **4** (Call Appearance mode) or **MENU**, then **1**, and then **3** (Line Appearance mode) on the Idle screen. You can also press the **MESSAGES** Programmable Feature key, unless your system administrator has programmed your keys differently. A list of your messages appears with the newest message first, as shown in Figure 106, and the oldest message at the end of the list.

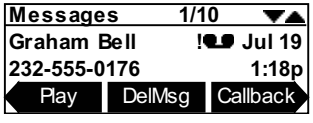


Figure 106. Messages

If you have a password set, use the dial pad to enter your password and press **SELECT**.

NOTE Once you have entered your password, you do not have to enter it again while playing other messages. However, if you exit the messages or go to another telephone feature, you will need to enter your password the next time you access the Messages feature.

Figure 107. Leave New Message or Listen

If you have enabled Voicemail Distribution a screen like Figure 107 appears, allowing you to choose to listen to your messages by pressing Listen.

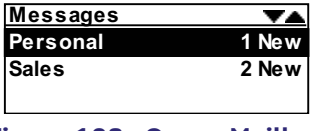


Figure 108. Group Mailbox Lists

If you have access to at least one Group Mailbox, a list of Mailboxes to which you have access appears, similar to the screen shown in Figure 108. From this screen, you would have access to messages in your **Personal** Mailbox and messages stored in the **Sales** Group Mailbox.

Press the △ or ▽ navigation key to highlight the desired Mailbox, and press **SELECT**.

Figure 109. Message in Sales Mailbox

Your Voicemail messages appear, as shown in Figure 109. **Messages** or the name of the Group Mailbox is at the top of the screen.

Message Playback

You can play either a single message or all of the Voicemail messages in a Mailbox.

To play a single message:

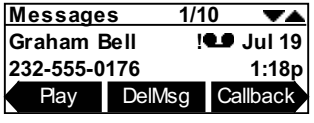


Figure 110. Messages

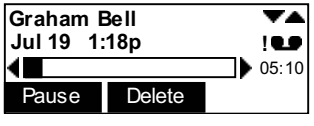


Figure 111. Message Playback

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **4** to open the **Messages** list, as shown in Figure 110.

   Line Appearance mode—Press **MENU**, then **1**, and then **3** to open the **Messages** list.

   See *Figure 101 on page 84* for a full description of the Voicemail screen elements.

2. Press the △ or ▽ navigation key until the desired entry is on the screen.
3. Press **Play**. The **!** icon, as shown in Figure 111, appears on messages that are being played for the first time. During message playback, you can press:
   - **Pause** to pause message playback.
   - **Delete** to delete the message. If there are more messages, the next message is displayed.
   - The ◁ or ▷ navigation key to jump back or forward in 8-second increments.
   - The △ or ▽ navigation key to skip to the previous (newer) or next (older) message.

To play all messages:

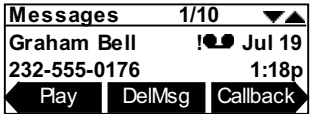


Figure 112. Messages

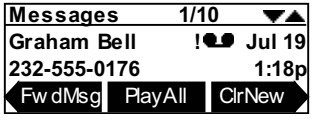


Figure 113. Messages PlayAll Soft Key

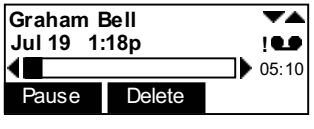


Figure 114. Message Playback

1. In the **Messages** list, press the ◁ or ▷ navigation key to display the **Play All** soft key shown in Figure 113.
2. To play all messages, press **Play All**. The screen shown in Figure 114 appears.

   The system starts with the oldest and ends with the most recent. There is a short beep between messages. The **!** icon appears on messages that are being played for the first time. During message playback, you can press:

   - **Pause** to pause message playback.
   - The ◁ or ▷ navigation key to jump back or forward in 8-second increments.
   - The ▽ or △ navigation key to skip to the previous or next message.
   - **CANCEL** to stop playback and return to the **Messages** list.

   If all messages play without interruption, you return to the **Messages** list with the last played message on the screen.

Calling the Messenger

You can call back the person who left the Voicemail message.

To call back the person who left the message:

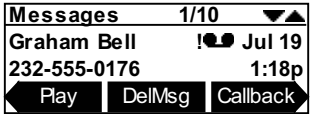


Figure 115. Messages

Figure 116. Call Back

1. In the **Messages** list, press the ▲ or ▼ navigation key until the desired entry is on the screen.
2. Press Callback. The **Call Back** screen appears, as shown in Figure 116.
   - Press the ◀ or ▶ navigation key to view the dialing options.
   - Press Call to dial the number.
   - Press Store to store the entry in your Personal Directory.
   - Press **CANCEL** to return to the **Messages** list.

Forwarding a Message

Anyone can forward a message to an extension. If you have enabled Voicemail Distribution, you can forward a message to a Voicemail Distribution List. You can also record a message and forward it to a Distribution List. If there is at least one Group Mailbox, you can forward a message to a Group Mailbox.

- *"Forwarding a Voicemail Message" on page 92*
- *"Recording an Introduction to Send with a Forwarded Message" on page 94.*

Forwarding a Voicemail Message

You have several options for forwarding a message, depending on how your system has been set up.

To forward a Voicemail message:

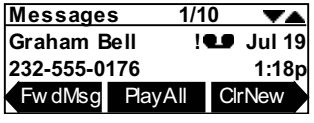


Figure 117. Messages FwdMsg Soft Key

Figure 118. Select a Forward Destination

1. In the **Messages** list, press, the ▽ or △ navigation key until the desired entry is on the screen.
2. Press the ◁ or ▷ navigation key to display the FwdMsg soft key shown in Figure 117.
3. Press FwdMsg to begin the forwarding process. A selection screen appears, as shown in Figure 118.
4. Select a Forward Destination:

   - Press ExtList to display the **Extension List**. Press the ▽ or △ navigation key to highlight the desired extension and press **SELECT**. The Forward Message screen appears, as shown in Figure 119.

Figure 119. Forward

   - If you have enabled Distribution Lists, the DistrList soft key appears. Press the △ or ▽ navigation key to highlight the desired **Distribution List** and press **SELECT**. The Forward Message screen appears, as shown in Figure 120.

Figure 120. Forward Message (DistrList)

   - If your system has Group Mailboxes, the MBList soft key appears. Press the △ or ▽ navigation key to highlight the desired Mailbox and press **SELECT**. The Forward Message screen appears, as shown in Figure 121.

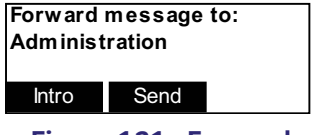


Figure 121. Forward Message (MBList)

To forward a Voicemail message: (Continued)

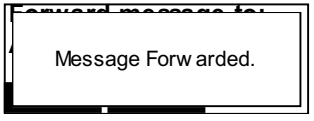


Figure 122. Message Forwarded

5. Optional: Press Intro to record an introductory message. See *"To record a message introduction:" on page 94*.

6. Press Send to forward the message.

   The **Message Forwarded** screen appears, as shown in Figure 122.

   The forwarded message appears in the recipient's Messages list.

Recording an Introduction to Send with a Forwarded Message

You can record an audio introduction to send with a forwarded message. To begin recording the introduction, press Intro while forwarding a message.

To record a message introduction:

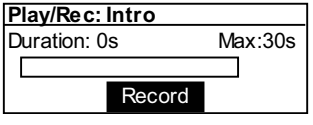


Figure 123. Message Introduction

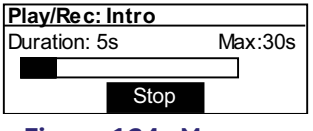


Figure 124. Message Introduction Recording

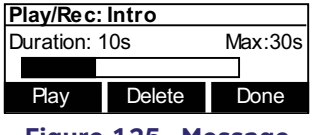


Figure 125. Message Introduction Recorded

Figure 126. Message with Introduction Ready to Send

1. Press Intro after selecting the destination for a forwarded message. The **Play/Rec: Intro** screen appears, as shown in Figure 123.
2. Press Record to begin recording. The soft key changes to Stop, as shown in Figure 124.
3. When finished recording, press Stop. The screen shown in Figure 125 appears.
   - Reaching the 30-second limit automatically stops recording.
   - You can Play or Delete the announcement.
4. Press Done to display the Forward Message screen as shown in Figure 126.

   [Msg Intro Attached] appears on the screen.
5. Press Send to forward the message with the introduction message attached.

Sending a New Message to a Distribution List

If you have created at least one Distribution List, and enabled Voicemail Distribution, you can record a new message and send it to a Distribution List. To create a Distribution List, see *"Voicemail Distribution" on page 145*.

To record and send a new message:

Figure 127. Voicemail Distribution Question

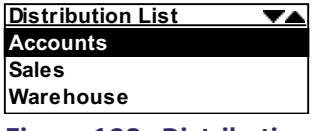


Figure 128. Distribution Lists

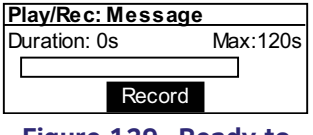


Figure 129. Ready to Record

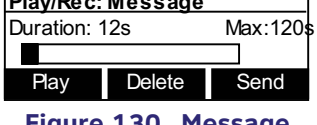


Figure 130. Message Recorded

1. **Call Appearance mode—**Press **MENU**, then **1**, then **4**. With Voicemail Distribution enabled, the screen shown in Figure 127 appears.

   Line Appearance mode—Press **MENU**, then **1**, then **3**. With Voicemail Distribution enabled, the screen shown in Figure 127 appears.

2. Press LvMsg. The **Distribution List** screen appears, as shown in Figure 128.
3. Press the △ or ▽ navigation key to highlight the desired Distribution List.
4. Press **SELECT** to display the **Play/Rec Message** screen shown in Figure 129.
5. Press Record to begin recording. The soft key changes to Stop.
6. When finished recording, press Stop. The screen shown in Figure 130 appears.
   - Reaching the 120-second limit automatically stops recording.
   - You can Play or Delete the message.
7. Press Send to forward the message to the selected Distribution List.

Deleting Messages

You can delete a single message or all messages from the **Messages** list or from message playback.

To delete a single message or all messages:

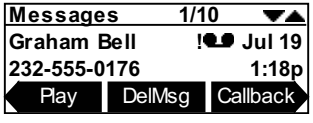


Figure 131. Messages List

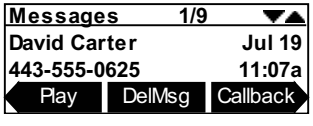


Figure 132. Message Deleted

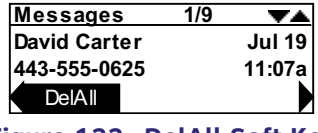


Figure 133. DelAll Soft Key

Figure 134. Confirm Delete All

1. In the **Messages** list, as shown in Figure 131, press the ▽ or △ navigation key until the desired entry is on the screen.
2. Press DelMsg to delete the message.

   The system removes the message from the list and displays call information for the next message, as shown in Figure 132.

   OR

   To delete all messages:

   Press the ◁ or ▷ navigation key to display the DelAll soft key shown in Figure 133.

   a. Press DelAll.

      The confirmation screen appears, as shown in Figure 134.

   b. Press Yes to confirm.

NOTE All messages are deleted, whether they are new (unheard) or not.

New Message Status Indications

You can add a new message indication (!) or delete the new message indication from a message. The new message indication disappears after you play a message, but you can mark a message as "new" or "old" at any time.

To clear and restore new Message indications:

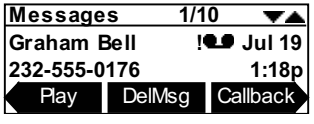


Figure 135. Messages List

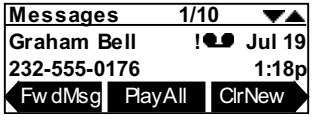


Figure 136. Messages List, ClrNew Soft Key

Figure 137. New Message Icon Cleared

1. In the **Messages** list shown in Figure 135, press the ▽ or △ navigation key until the desired entry is on the screen.
2. Press the ◁ or ▷ navigation key to display the ClrNew soft key shown in Figure 136.
3. Press ClrNew to clear the new message indication.

   The MrkNew soft key replaces ClrNew, as shown in Figure 137.
4. If desired, press MrkNew to restore the ! icon for a selected message, marking the message as new again.

Accessing Your Voicemail Remotely

Remote access allows you to listen to Personal Messages or change the recorded greeting when you are away from work. Follow the voice prompts and press the appropriate dial-pad keys to navigate through the system. The voice prompts in a menu list are repeated three times with a 5-second pause between. After three times with no action, the voice says "Goodbye" and the remote call is disconnected.

Listening to the time/date stamp information of a message does not count as listening to the message. If you access the Voicemail through remote access and skip to another message while the time or date is playing, the message is still considered new.

NOTE

- This feature applies to Call Appearance mode only.
- You cannot remotely access Group Mailboxes.

To access Voicemail remotely:

1. Dial your company phone number.
2. After the call is answered, enter your extension number.
3. Immediately press the star twice (**). You will hear, "Enter your access code, followed by the pound sign."
4. Enter your password (if you have created one), then enter pound (#) to access the voice prompt menu.

   Even if you have not created a password, you must still enter the pound (#) after entering nothing for your password.

NOTE

You need to get to your Personal Mailbox to access your messages remotely. If Call Forward All or Call Forward–No Answer is on and set to an extension or an outside line, or if Auto Answer is on, remote access to Voicemail is not supported as calls do not access your mailbox.

To access Voicemail remotely – listen to messages:

Once you have accessed the system, the Main Menu plays. From this menu you can listen to old or new messages as shown in Figure 138. You have the following options:

- To listen to new messages, press **1**.
- To listen to old messages, press **2**.
- To change Voicemail options, press **8**.

  Once you press 1 or 2, and the messages start playing, you have the following options:

- To stop message playback and replay options, press **5**.
- To delete the current message, press **3**.
- To repeat the previous message, press **4**.
- To skip this message, press **6**.
- To jump back 8 seconds, press **7**.
- To jump forward 8 seconds, press **9**.
- To return to the previous menu, press star *.

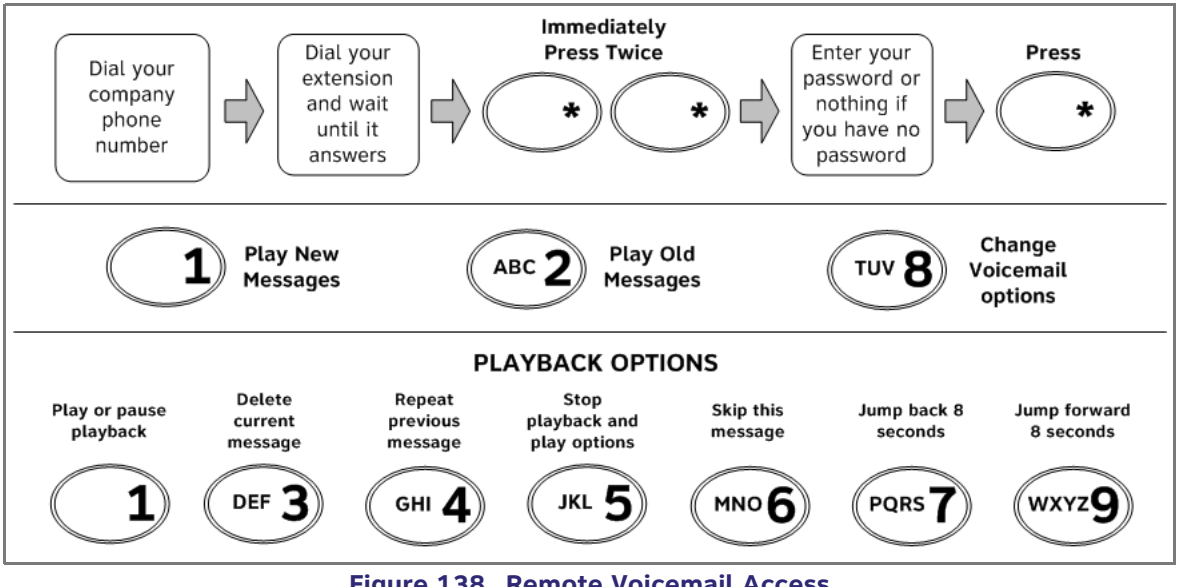


Figure 138. Remote Voicemail Access

To access Voicemail remotely – Voicemail greeting setup:

1. To set up the Voicemail greeting, access the system and press **8**. As illustrated in the flow diagram in Figure 139, you have the following options:
   - To record a primary greeting, press **1**.
   - To record an alternate greeting, press **2**.
   - To choose the Primary, Alternate, or Pre-Set greeting, press **7**.
2. Begin recording after the tone.
3. To end the recording, press **5**.
4. Select one of the following options:
   - To review the recording, press **1**.
   - To re-record the greeting, press **3**.
   - To accept the greeting, press **9**.

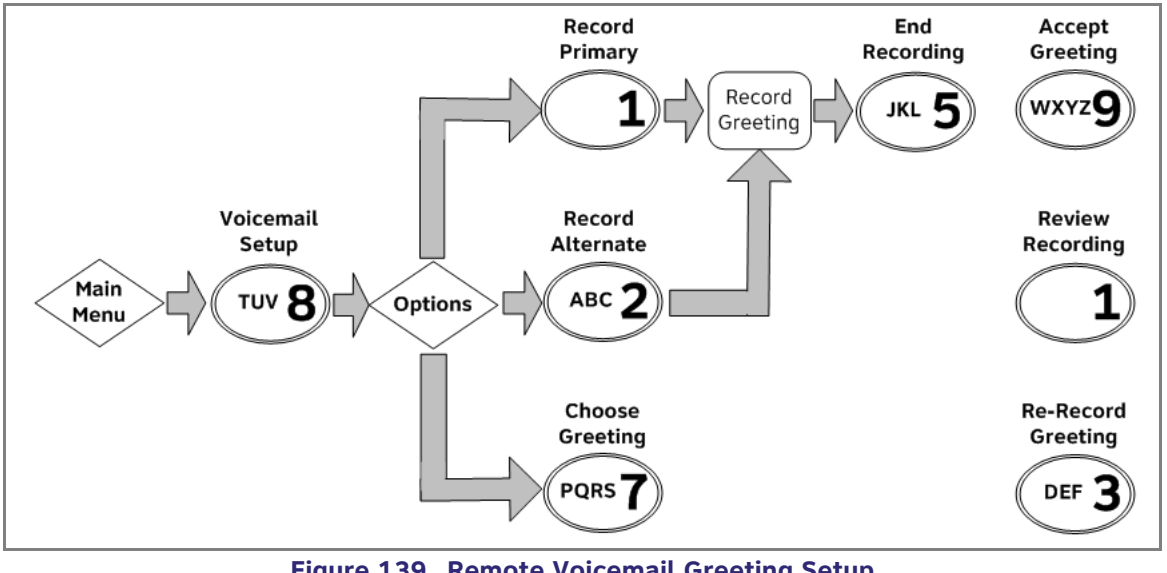
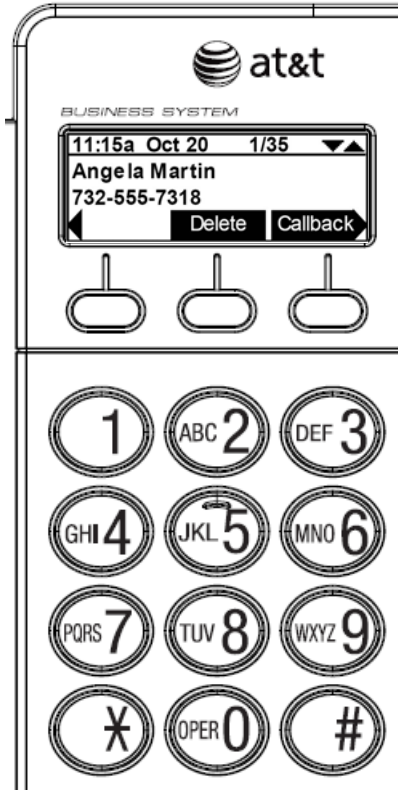


Figure 139. Remote Voicemail Greeting Setup

CHAPTER 8

CALL LOG



The Deskset Call Log provides available name and number information for the last 50 calls received. The newest entries replace the oldest.

- *"Using the Call Log" on page 102*
- *"Managing Missed Calls" on page 103*
- *"Storing Call Log Entries" on page 105*
- *"Deleting Call Log Entries" on page 106.*

You can display the Call Log, shown at left, by pressing **MENU**, then **1**, and then **8** (Call Appearance mode) or **MENU**, then **1**, and then **6** (Line Appearance mode) from the Idle screen.

NOTE

This system has a caller ID feature that works with the caller identification service offered through your telephone service provider. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone service providers use compatible equipment.

Using the Call Log

The Call Log soft keys, as shown in Figure 140, are available whenever the Call Log has at least one entry.

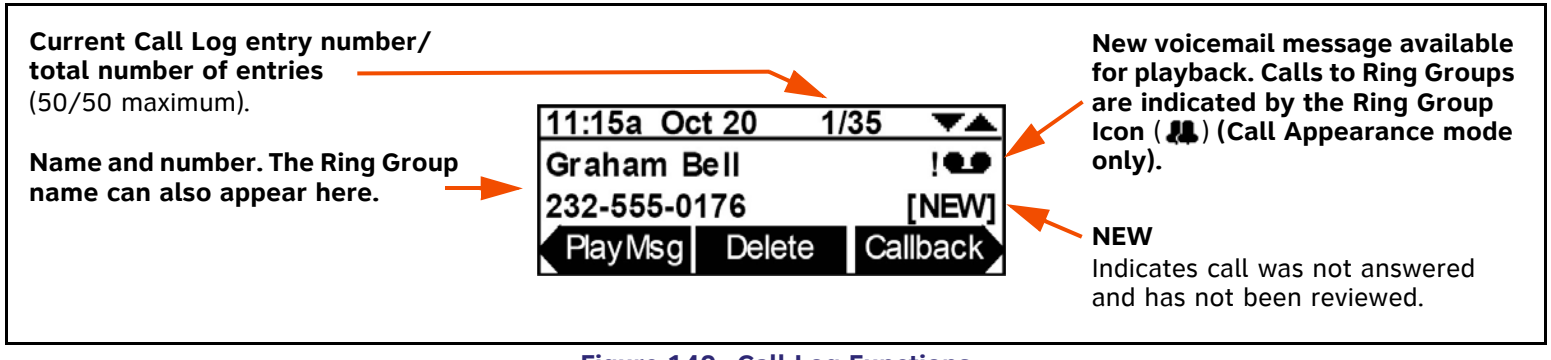

Current Call Log entry number/ total number of entries (50/50 maximum).
Name and number. The Ring Group name can also appear here.
11:15a Oct 20 1/35
Graham Bell !
232-555-0176 [NEW]
PlayMsg Delete Callback
New voicemail message available for playback. Calls to Ring Groups are indicated by the Ring Group Icon ( ) (Call Appearance mode only).
NEW
Indicates call was not answered and has not been reviewed.

Figure 140. Call Log Functions

Table 13. Call Log Soft keys

Key	Description	Key	Description	Key	Description
PlayMsg	Plays message. Appears only when there is a message.	Delete	Deletes the entry.	Callback	Dials the entry.
Store	Stores number in your Personal list.	ClrNew	Clears **[NEW]** indication from the displayed entry.	DelAll	Deletes all entries.

- The Voicemail message icon appears in call entries where the caller left a message. The icon remains until you delete the message. An **!** icon indicates the message is new.
- If your company has caller ID, the caller information appears. If the caller ID information is absent because it is unavailable, **UNKNOWN NAME** and **UNKNOWN NUMBER** appear. If the caller chooses not to send the information, **PRIVATE NAME** and **PRIVATE NUMBER** appear.

Managing Missed Calls

All incoming calls are recorded in the Call Log unless Call Forward All is on. Unanswered calls that have not been reviewed are considered new.

To review and make calls from the Call Log:

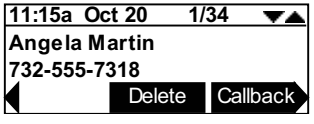


Figure 141. Missed Call

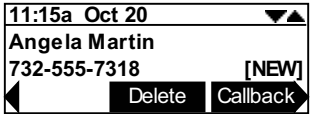


Figure 142. New Call Log Entry

Figure 143. Calling the Call Log Entry

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **8** to access the Call Log, as shown in Figure 141. The newest call appears first.

   Line Appearance mode—Press **MENU**, then **1**, and then **6** to access the Call Log.

   New missed calls are unanswered calls that have not been reviewed and are indicated with the **[NEW]** icon, as shown in Figure 142.

2. Press the ▽ or △ navigation key to see the desired entry.

   - Press Callback to access dialing options before calling a number and to dial out the displayed number, as shown in Figure 142.
     - Press Call to dial the on-screen number as shown in Figure 143.
     - Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press the ◁ or ▷ navigation key to step through the dialing options. The options are in a circular list, so if you press the ▷ navigation key when the last option is visible, you return to the first option. The following dial options are available:
       - nnn-nnnn (7 digits)
       - 1-nnn-nnnn (8 digits)
       - nnn-nnn-nnnn (10 digits)
       - 1-nnn-nnn-nnnn (11 digits).
   - Press Delete to delete the displayed entry.

3. Press **CANCEL** to exit the **Call Log**.

Voicemail Messages in Call Logs

If the caller left a Voicemail message, you can play the message from the Call Log list.

To play a Voicemail message from the Call Log:

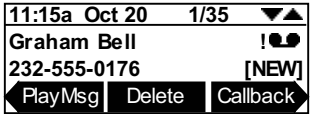


Figure 144. Call Log

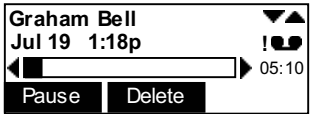


Figure 145. Messages

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **8** to display the **Call Log**, as shown in Figure 144.

   Line Appearance mode—Press **MENU**, then **1**, and then **6** to display the **Call Log**.

2. Press the △ or ▽ navigation key until the desired entry is on the screen. Then press PlayMsg. The screen shown in Figure 145 appears.

   NOTE PlayMsg only appears if the call has an associated Voicemail.

   If necessary, use the dial pad to enter your password and press **SELECT**.

3. Press DelMsg while the message is playing to delete the voice message. There is a slight delay until the message indicators change.

4. When the message playback completes, the **Call Log** appears.

5. Press **CANCEL** to exit the **Call Log**.

Storing Call Log Entries

To store a Call Log entry into your Personal list:

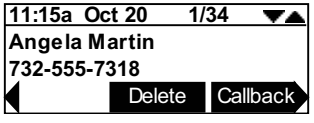


Figure 146. Call Log 1

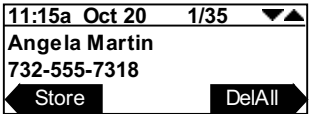


Figure 147. Call Log 2

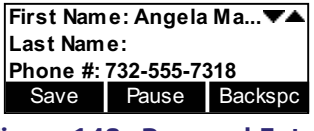


Figure 148. Personal Entry Edit, Part 1

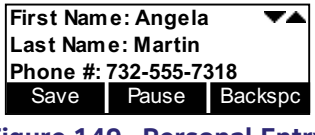


Figure 149. Personal Entry Edit, Part 2

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **8** to display the **Call Log**, as shown in Figure 146.

   Line Appearance mode—Press **MENU**, then **1**, and then **6** to display the **Call Log**.

2. Press the ◁ or ▷ navigation key to display the Store soft key, as shown in Figure 147.

3. Press Store to store the entry in your Personal list. The caller information fills in the **First Name** and **Number** fields, as shown in Figure 148. You need to fill in the **Last Name** field separately.

4. Fill in the **Last Name** field, if desired. To create the Last Name or to edit any field, use the ▽ or △ navigation key and the dial pad, as shown in Figure 149. See *"Dial-Pad Entry" on page 27*.

   NOTE

   In the example in Figure 148, before the phone number, you must add a **9** or whatever digit, if any, that must be dialed first to indicate this is an outside call, and **1** if it is a long distance number.

   The system does not check for duplicate entries.

5. Press Save to store the entry and return to the **Call Log** shown in Figure 146.

6. Press **CANCEL** to exit the **Call Log**.

Deleting Call Log Entries

You can delete a single Call Log entry, or all Call Log entries.

To delete a single Call Log entry:

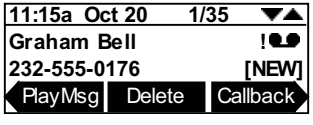


Figure 150. Call Log

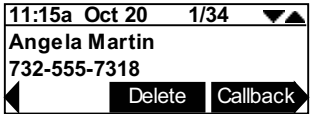


Figure 151. Deleted Entry

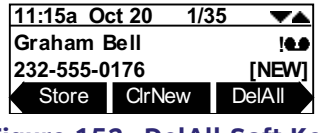


Figure 152. DelAll Soft Key

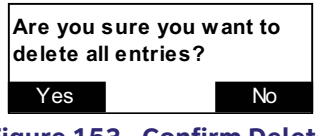


Figure 153. Confirm Delete All

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **8** to display the **Call Log**, as shown in Figure 150.

   Line Appearance mode—Press **MENU**, then **1**, and then **6** to display the **Call Log**.

2. Press Delete. The displayed entry is removed from the list and the next entry is then displayed, as shown in Figure 151.

   OR

   To delete all Call Log entries, press the ◁ or ▷ navigation key to display the DelAll soft key shown in Figure 152.

   a. Press DelAll.

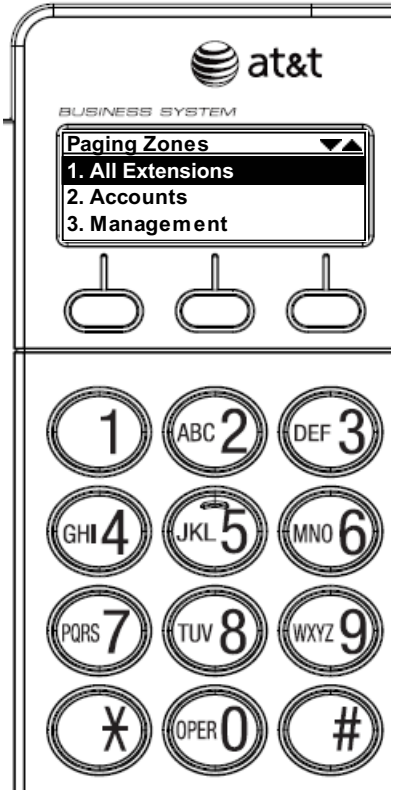
      The confirmation screen appears, as shown in Figure 153.

   b. Press Yes to confirm.

3. Press **CANCEL** to exit the **Call Log**.

CHAPTER 9

PAGING



Paging allows you to broadcast what you say to more than one extension. Some systems include separate speakers. If your system administrator has set up Paging Zones, you can page all extensions or a zone.

If your Synapse system includes an optional overhead paging (OHP) system, you may be able to page through loudspeakers. If the OHP is a single-zone paging system, it is included when you page **All Extensions**. The single-zone OHP may also be included in an individual Paging Zone. If the OHP is a multi-zone paging system, it is not included when you page **All Extensions**. However, it appears as **Overhead Page** as the last entry in the **Paging Zones** list.

Sending a Page

Paging allows you to broadcast what you say to more than one extension. You can start sending a page from the **Paging Zones** screen. If your system administrator has set up Paging Zones, you can page all extensions or a zone.

To send a page:

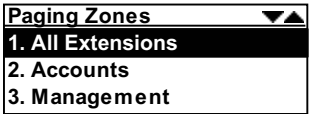


Figure 154. Page Zones

Figure 155. Paging All Extensions

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **3** to access the **Paging Zones** screen shown in Figure 154. The screen shows the page options available to your Deskset.

   Line Appearance mode—Press **MENU**, then **1**, and then **2** to access the **Paging Zones** screen.

2. Select **All Extensions** or a Paging Zone.
3. Press **SELECT**. The system emits a short paging tone and displays the **Page** screen, as shown in Figure 155.

   OR

   Press **CANCEL** to return to the idle screen.

4. Speak into the speakerphone or pick up the handset to speak.
5. When finished, press EndPage or **CANCEL**, hang up the handset, or press **SPEAKER**. You return to the Idle screen.

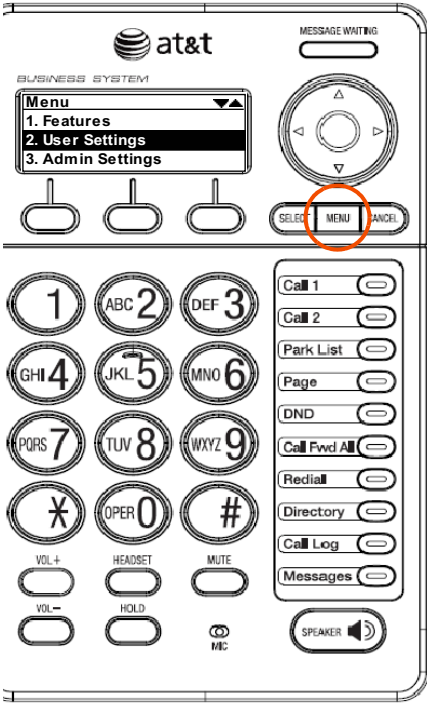
At the extensions being paged:

- Desksets involved in active calls, listening to a Voicemail message, or playing or recording a name or greeting do not receive pages.
- The **PAGE** Programmable Feature Key (key #4 by default) flashes.
- Press the **VOL+** or **VOL–** keys to adjust the volume. This volume setting affects current and future incoming pages only.
- Lifting the handset interrupts the page. The **PAGE** key continues to flash.

CHAPTER

10

DESKSET SETTINGS



You or your system administrator can customize your Deskset at the Deskset using the following menus and features:

- *"Deskset Menu" on page 110*
- *"Features" on page 111*
- *"User Settings" on page 113*
- *"Admin Settings" on page 131*
- *"Deskset Information" on page 132*
- *"Operator Auto-Attendant Settings" on page 133*
- *"Using Do Not Disturb (DND)" on page 134.*

Deskset Menu

You can use the Deskset menus to set up many Deskset features. Access the **Menu** by pressing **MENU**, and then select options by scrolling down to an option and pressing **SELECT**, or by pressing the dial-pad key with that option number.

To access the Deskset setup menus:

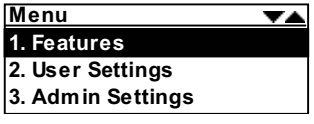


Figure 156. Menu

Press **MENU** to display the **Menu** screen shown in Figure 156.

- Press **1** on the dial pad to display the **Features** menu. These features are discussed throughout this User's Guide. See *"Features" on page 111* for appropriate links.
- Press **2** to display the **User Settings** menu. See *"User Settings" on page 113* for further instructions.
- Press **3** to display the **Admin Settings** menu. See *"Admin Settings" on page 131*.
- Press **4** to display the **Deskset Information** screen. See *"Deskset Information" on page 132* for further instructions.
- **Call Appearance mode only—**If your extension is the operator extension, press **5** to change the **Auto Attendant** settings. See *"Operator Auto-Attendant Settings" on page 133* for further instructions.

NOTE Access menu item functions by pressing a designated dial-pad key or using the navigation key to highlight the entry and pressing **SELECT**.

Features

Use the **Features** menu to access the Deskset Features. Table 14 lists the Features available in Call Appearance mode. For Features available in Line Appearance mode, see Table 15.

Table 14. Deskset Menu – Call Appearance Mode Features

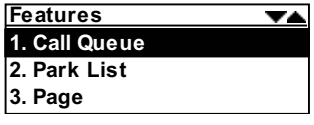
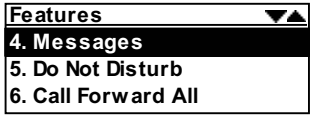
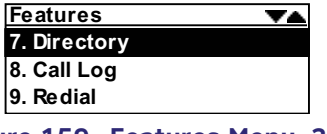
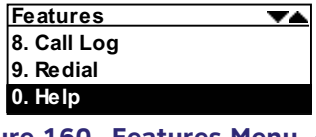
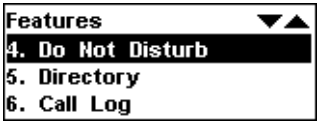
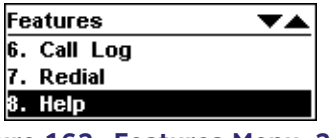
Example Screen	Feature	Description
 Figure 157. Features Menu 1/4	**1.** *"Accessing the Call Queue List" on page 59*	View and answer unanswered calls in the Call Queue.
	2. *"Accessing the Park List" on page 60*	View and retrieve Parked calls.
	3. *"Sending a Page" on page 108*	Make an announcement to your organization.
 Figure 158. Features Menu, 2/4	**4.** *"Accessing Your Messages" on page 87*	Play, delete, or forward messages.
	5. *"Using Do Not Disturb (DND)" on page 134*	Turn Do Not Disturb on and off.
	6. *"To Forward All Calls" on page 42*	Turn Call Forward All on and off.
 Figure 159. Features Menu, 3/4	**7.** *"Using the Directory" on page 74*	View and place calls from the Directory.
	8. *"Using the Call Log" on page 102*	View and place calls from the Call Log.
	9. *"Accessing the Redial List" on page 67*	View the last 20 numbers dialed and redial a selected number.
 Figure 160. Features Menu, 4/4	**0.** *"Using Help Screens" on page 29*	View help information on the Deskset screen.
	NOTE Depending on how your system administrator set up your extension, some of these features may be available by pressing one of the Programmable Feature Keys on the right side of the Deskset. See *"Programmable Feature Keys" on page 24*.	

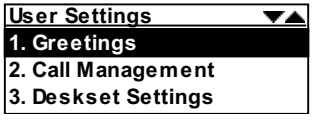
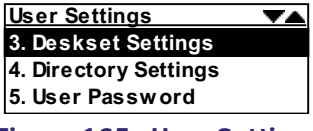
Table 15. Deskset Menu – Line Appearance Mode Features

Example Screen	Feature	Description
Figure 161. Features Menu 1/3	**1.** *"Accessing the Held Calls List (Line Appearance mode)" on page 72*	View and retrieve calls from any line in the system.
	2. *"Sending a Page" on page 108*	Make an announcement to your organization.
	3. *"Accessing Your Messages" on page 87*	Play, delete, or forward messages.
 Figure 162. Features Menu, 2/3	**4.** *"Using Do Not Disturb (DND)" on page 134*	Turn Do Not Disturb on and off.
	5. *"Using the Directory" on page 74*	View and place calls from the Directory.
	6. *"Using the Call Log" on page 102*	View and place calls from the Call Log.
 Figure 163. Features Menu, 3/3	**7.** *"Accessing the Redial List" on page 67*	View and answer unanswered calls in the Call Queue.
	8. *"Using Help Screens" on page 29*	View help information on the Deskset screen.
	NOTE Depending on how your system administrator set up your extension, some of these features may be available by pressing one of the Programmable Feature Keys on the right side of the Deskset. See *"Programmable Feature Keys" on page 24*.	

User Settings

Use the **User Settings** menu to set up options as shown in Figure 164 and Figure 165 and listed in Table 16. The figures below show the menu in Call Appearance mode. The menu in Line Appearance mode is slightly different, as described in Table 16.

Table 16. SB67020 Deskset Menu – User Settings

Example Screen	Setting	Description
 **Figure 164. User Settings Menu, Part 1**  **Figure 165. User Settings Menu, Part 2**	*"Greetings" on page 115*	Record greetings and your name.
	"Call Management" on page 119	**Call Appearance mode only—**Set up options for handling calls.
	"Deskset Settings" on page 123	Adjust the display and sounds of your Deskset.
	"Directory Settings" on page 128	Show or hide any of the three directories (**Personal**, **System**, and **Ext**) and to set the sort order of the Directory.
	"Setting and Changing Your Password" on page 129	Set or clear your user password.

To display the User Settings menu:

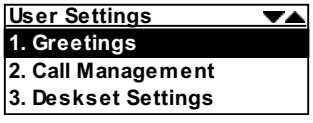


Figure 166. User Settings

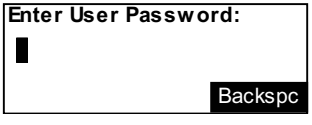


Figure 167. Enter User Password

Press **MENU** and then **2** to display the **User Settings** menu shown in Figure 166.

NOTE The **Call Management** setting does not appear in Line Appearance mode.

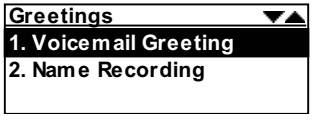
If you have set a user password, the **User Password** screen shown in Figure 167 appears.

- Enter your password and press **SELECT**.
- To correct errors, use the Backspc key.
- To cancel your changes on that screen, press **CANCEL** at any time. The set will return to the previous screen.

Greetings

Use the **Greetings** menu, as shown in Figure 168 and listed in Table 17, to record greetings. The figure below shows the menu in Call Appearance mode. The menu in Line Appearance mode is slightly different, as described in Table 17.

Table 17. SB67020 Deskset Menu – User Settings

Example Screen	Function	Description
 **Figure 168. Greetings Menu**	**1.** *"Voicemail Greetings" on page 116*	Set your Voicemail greetings.
	2.*"Name Recording" on page 118*	**Call Appearance mode only—**Record your name.

Voicemail Greetings

You can have three different greetings for your Voicemail. You can then activate the one that is currently appropriate. You can record a **Primary Greeting** to use most of the time and an **Alternate Greeting** for when you are out of the office. The **Pre-Set** greeting, "*Please leave a message after the tone*," is used when no other greeting is recorded.

To activate a greeting:

Figure 169. Voicemail Greetings

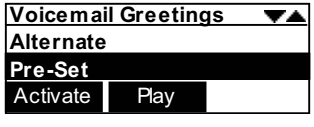


Figure 170. Non-active Greeting Selected

1. Press **MENU**, then **2**, then **1**, and then **1** to display the **Voicemail Greetings** menu shown in Figure 169.
   - Press the △ and ▽ navigation key to highlight the **Primary**, **Alternate**, or **Pre-Set** greeting to be played to outside callers. When you highlight the **Pre-Set** greeting, the soft keys change, as shown in Figure 170.

NOTE You cannot delete or record over the Pre-Set greeting.

2. Press Activate to make the highlighted greeting the greeting played to callers. The system checks to see if the selected greeting has been recorded.
   - If the selected greeting has been recorded, **[ACTIVE]** appears beside the selected greeting.
   - If a greeting has not been recorded, **Greeting not recorded** appears. To record a **Primary** or **Alternate** greeting, see *"To record either a Primary or Alternate greeting (up to 60 seconds):" on page 117*.

To record either a Primary or Alternate greeting (up to 60 seconds):

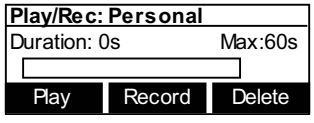


Figure 171. Play/Rec Greeting

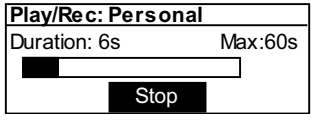


Figure 172. Record Greeting

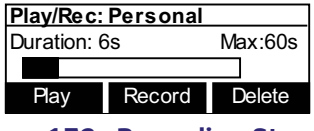


Figure 173. Recording Stopped

1. Press **MENU**, then **2**, then **1**, and then **1** to display the **Voicemail Greetings** menu.
2. Press the △ and ▽ navigation key to highlight the **Primary** or **Alternate** greeting. You cannot record over the **Pre-Set** greeting.
3. Press PlayRec. The screen shown in Figure 171 appears. The Play and Delete soft keys do not appear if a greeting has not already been recorded.
4. If you wish to record the greeting on the handset, lift the handset. You can also record the greeting on the speakerphone.
5. To record your greeting, press Record. The screen shown in Figure 172 appears and the Record key changes to Stop.
6. Press Stop when you are finished. The greeting is saved and the screen shown in Figure 173 appears.
7. Press Play to review the message or Delete to delete the greeting.
8. Press **CANCEL** to return to the **Voicemail Greetings** menu.

Name Recording

NOTE Name Recording is available in Call Appearance mode only.

Record the name to be played to callers by the Auto Attendant. To create a useful name recording for incoming callers, you should say your name slowly, clearly, and at a reasonable volume. Your system administrator may also recommend that you state both your name and extension number. It is important that your recording be consistent with recordings at other extensions in the system.

To record and play a personal name:

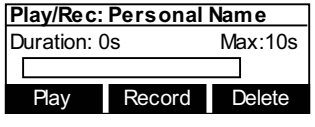


Figure 174. Name Recording

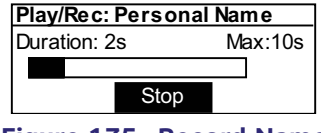


Figure 175. Record Name

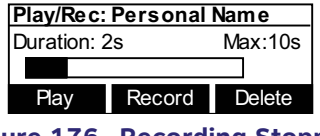


Figure 176. Recording Stopped

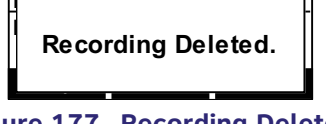


Figure 177. Recording Deleted

1. Press **MENU**, then **2**, then **1**, and then **2** to display the **Name Recording** menu shown in Figure 174. The Play and Delete soft keys do not appear if your name has not already been recorded.
2. Press Record to record a personal name. The screen shown in Figure 175 appears and the Record key changes to Stop.

NOTE You are limited to a 10-second recording; recording stops automatically if the limit is exceeded.

3. Press Stop when you are finished. The recording is saved and the screen shown in Figure 176 appears.
4. Press Play to review the recorded name.

   OR

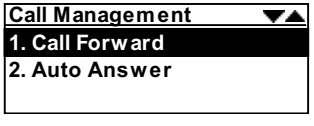
   Press Delete to delete the recording. The screen shown in Figure 177 briefly appears.
5. Press **CANCEL** to return to the **Greetings** menu.

Call Management

NOTE Call Management features apply to Call Appearance mode only.

When the Synapse system is in Call Appearance mode, you can use the **Call Management** menu to set up options for handling calls, as shown in Figure 178 and listed in Table 18.

Table 18. Deskset Call Management Menu

Example Screen	Function	Description
 Figure 178. Call Management Menu	**1.** *"Call Forward All and Call Forward–No Answer" on page 120*	Redirect incoming calls.
	2. *"Automatic Answering" on page 122*	Automatically answer calls after a delay that you specify.

Call Forward All and Call Forward–No Answer

Call Forward All and Call Forward–No Answer redirect incoming calls. Once a call is forwarded, it cannot be answered by the original extension.

- You can set **Call Forward All** to redirect calls to a phone number, extension, or Voicemail. Your Deskset does not ring, but a message screen appears to confirm that the call was forwarded. Your Deskset does not record the call in its Call Log. Your company's caller ID is attached to calls that Call Foward All sends to outside numbers. The default destination is Voicemail.

  To turn Call Forward All on or off, press **MENU**, then **1**, and then **6** when the telephone is idle. Call Forward All overrides the system administrator's Call Forward–No Answer setting.

  You can set the Call Forward All destination in the User Settings menu or using the WebUI. See *"Basic Settings" on page 139*.

- **Call Forward–No Answer** can only be set by the system administrator. This setting determines the delay of, and the destination for, unanswered calls for each extension. The default is to send all calls to Voicemail. After the calls are forwarded, the calls cannot be answered at the Deskset.

  The Call Forward–No Answer setting does not apply to Ring Group calls or to incoming calls at extensions that are part of a Call Queue. See *"Answering Calls in the Call Queue" on page 45*.

To set the Call Forward destination:

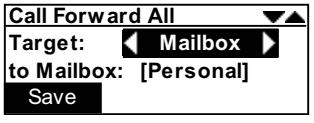


Figure 179. Call Forward All – Mailbox

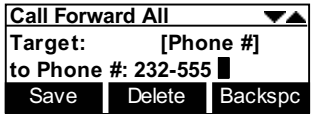


Figure 180. Enter Phone #

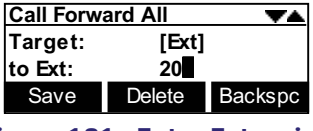


Figure 181. Enter Extension

1. Press **MENU**, then **2**, then **2**, and then **1** to display the **Call Forward All** screen, as shown in Figure 179.
2. Press the ◁ or ▷ navigation key to select one of the following targets:
   - ◀Mailbox▶. Then press the ▽ navigation key to move to the **to Mailbox:** field and select your personal mailbox or a Group Mailbox (if enabled).
   - ◀Phone#▶. Then press the ▽ navigation key to move to the **to Phone #:** field and enter a valid phone number, as shown in Figure 180. It is not necessary to enter a preceding 9 or whatever digit, if any, that must be dialed for outside calls because the call is already marked as an outside call. If your system administrator has disabled call forwarding/transferring to an outside line, you will see an error message.
   - ◀Ext▶. Then press the ▽ navigation key to move to the **to Ext:** field and enter a valid extension number, as shown in Figure 181.
3. To confirm the change, press Save. The **Call Management** menu appears.

Automatic Answering

You can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you. For example, employees in warehouses or shops may use this feature for quick conversations without having to interrupt what they are doing.

NOTE **Do Not Disturb** and **Call Forward All** take priority over Auto Answer. If you have enabled **Call Forward All**, calls are forwarded before they can be Auto Answered. However, Auto Answer takes priority over the Call Forward-No Answer setting. See *"Call Forward All and Call Forward–No Answer" on page 120*.

Auto Answer does not apply to Ring Group calls. See *"Incoming Call Indication" on page 39*.

To set Auto Answer:

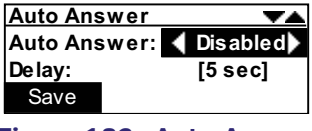


Figure 182. Auto Answer

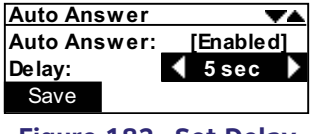


Figure 183. Set Delay

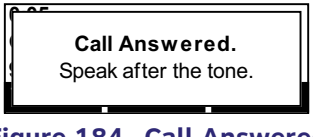


Figure 184. Call Answered

1. Press **MENU**, then **2**, then **2**, and then **2** to display the **Auto Answer** screen, as shown in Figure 182.
2. Press the ◁ or ▷ navigation key to select either Disabled or Enabled.
3. Press the ▽ navigation key, then the ◁ or ▷ keys to select the amount of delay before the Deskset automatically answers each call, as shown in Figure 183.

   NOTE The Auto Answer **Delay** overrides the Call Forward–No Answer delay. See *"Call Forward All and Call Forward–No Answer" on page 120*.

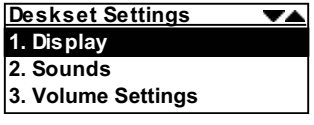
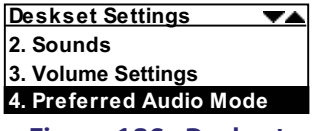
4. Press Save to confirm the change. The **Call Management** menu appears.

   When an incoming call is automatically answered, a **Call Answered** screen appears, as shown in Figure 184, and a tone sounds.

Deskset Settings

Use the **Deskset Settings** menu to set up the display appearance and sounds of your Deskset as listed in Table 19.

Table 19. SB67020 Deskset Settings Menu

Example Screen	Function	Options
 Figure 185. Deskset Settings Menu 1  Figure 186. Deskset Settings Menu 2	**1.** *"Display" on page 124*	**1. Contrast (1–9)** **2. Backlight (Lo/Hi/Off)**
	2. *"Sounds" on page 125*	**1. Ring Volume (0–9)** **2. Ring Delay (0–40 seconds)** **3. Ringtones (1–9)** **4. Key beeps (On/Off)**
	3. *"Volume Settings" on page 126*	**Speaker Volume (1–9)** **Receiver Volume (1–9)** **Headset Volume (1–9)** **Paging Volume (1–9)**
	4. *"Preferred Audio Mode" on page 127*	**Preferred Audio Mode (Speaker, Headset)**

Display

Use the **Display** menu to adjust your Deskset LCD screen contrast and backlight.

To access the Display menu:

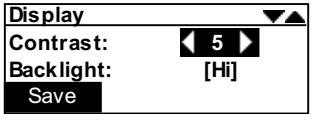


Figure 187. Contrast

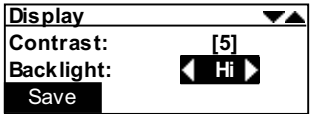


Figure 188. Backlight

Press **MENU**, then **2**, then **3**, and then **1** (Call Appearance mode) or **MENU**, then **2**, then **2**, and then **1** (Line Appearance mode) to access the **Display** menu, as shown in Figure 187.

- Press the ◁ or ▷ navigation key to adjust the **Contrast** level from **1** to **9**. The default is **5**.
- Press the ▽ navigation key to set the desired **Backlight** level, as shown in Figure 188.

  Press the ◁ or ▷ navigation key to cycle through **Hi**, **Lo**, or **Off**. The default is **Hi**.
- Press Save to accept the adjustments and return to the **Deskset Settings** menu.

Sounds

Use the **Sounds** menu to set the ring volume, delay the beginning of audible ringing, pick one of nine ringtones, or turn key beeps on and off.

To access the Sounds menu:

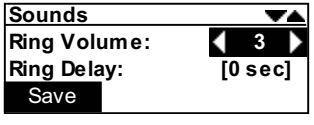


Figure 189. Ring Volume

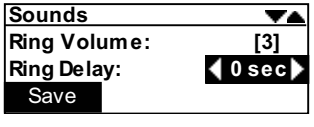


Figure 190. Ring Delay

Figure 191. Ringtones

Figure 192. Key Beeps

Press **MENU**, then **2**, then **3**, and then **2** (Call Appearance mode) or **MENU**, then **2**, then **2**, and then **2** (Line Appearance mode) to access the **Sounds** menu, as shown in Figure 189.

- Press the ◁ or ▷ navigation key to adjust the **Ring Volume** from **0** to **9**. The default is **3**. A ringer sample plays. You can also set the ring volume by pressing **VOL+** and **VOL–**.

  To turn off the ringer, decrease the volume to zero.

- Press the ▽ navigation key to set the **Ring Delay** from 0 to 40 seconds as shown in Figure 190.

  Press the ◁ or ▷ navigation key to select one of the delay values. The default is **0**, which also disables the feature. Although the Call Appearance icon flashes, the SB67020 Deskset does not ring for the time you set.

- Press the ▽ navigation key to choose **Ringtones** as shown in Figure 191.

  Press the ◁ or ▷ navigation key to select one of nine ringers. The default is **1**. Ringtone samples play when selected.

- Press the ▽ navigation key to choose **Key beeps** as shown in Figure 192.

  Press the ◁ or ▷ navigation key to select **On** or **Off**. The default is **On**.

- Press Save to accept the adjustments and return to the **Deskset Settings** menu.

Volume Settings

Set the Speaker, Receiver, Headset, and Paging volumes using the **Volume Settings** menu. You can also adjust each of these volumes while you are on a call by pressing **VOL+** and **VOL–**.

To access the Audio menu:

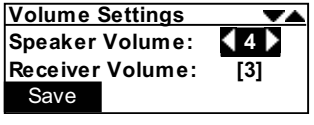


Figure 193. Speaker Volume

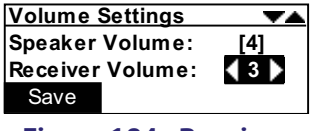


Figure 194. Receiver Volume

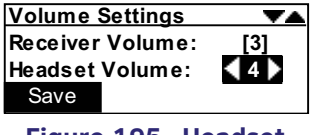


Figure 195. Headset Volume

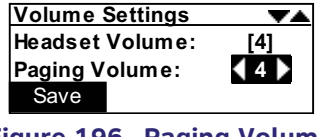


Figure 196. Paging Volume

1. Press **MENU**, then **2**, then **3**, and then **3** (Call Appearance mode) or **MENU**, then **2**, then **2**, and then **3** (Line Appearance mode) to access the **Volume Settings** menu, as shown in Figure 193.
   - Press the ▽ navigation key, and then the ◁ or ▷ navigation key to set the **Speaker Volume** from **1** to **9**, as shown in Figure 193. The default is **4**.
   - Press the ▽ navigation key, and then the ◁ or ▷ navigation key to set the **Receiver Volume** from **1** to **9**, as shown in Figure 194. The default is **3**.
   - Press the ▽ navigation key, and then the ◁ or ▷ navigation key to set the **Headset Volume** from **1** to **9**, as shown in Figure 195. The default is **4**.
   - Press the ▽ navigation key, and then the ◁ or ▷ navigation key to set the **Paging Volume** from **1** to **9**, as shown in Figure 196. The default is **4**.
2. Press Save to accept the adjustments and return to the **Deskset Settings** menu.

Preferred Audio Mode

When you press a Call Appearance key or Answer, the call is answered in the preferred audio mode. Lifting the handset takes first priority in all instances. You can set the audio preferences to **Headset** or **Speaker** by using the **Preferred Audio** screen.

To access the Preferred Audio Mode screen:

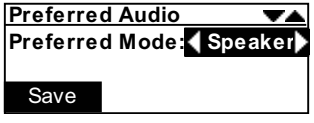


Figure 197. Preferred Audio Mode

1. Press **MENU**, then **2**, then **3**, and then **4** (Call Appearance mode) or **MENU**, then **2**, then **2**, and then **4** (Line Appearance mode) to access the **Preferred Audio** screen, as shown in Figure 197.
2. Press the ◁ or ▷ navigation key to select the preferred audio mode, **Speaker** or **Headset**.
3. Press Save to accept the adjustments and return to the **Deskset Settings** menu.

Directory Settings

Use the **Directory Settings** menu to show or hide any of the three directories (**Personal**, **System**, and **Ext List**) and to set the sort order of the Directory. The default setting is all shown and sorted by first name.

To access the Directory Settings menu:

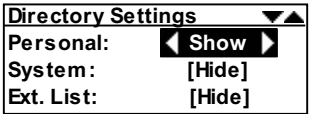


Figure 198. Directory Settings, Part 1

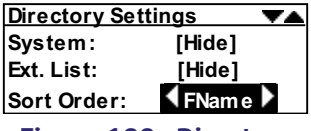


Figure 199. Directory Settings, Part 2

Call Appearance mode—Press **MENU**, then **2**, and then **4** to access the **Directory Settings** menu, as shown in Figure 198.

Line Appearance mode—Press **MENU**, then **2**, and then **3** to access the **Directory Settings** menu.

- Press the ◁ or ▷ navigation key to **Hide** or **Show** the **Personal** Directory. This Directory holds your personal Directory entries. See *"Directory" on page 73*.
- Press the ▽ navigation key and then press the ◁ or ▷ navigation key to **Hide** or **Show** the **System** Directory. This Directory holds public entries created and maintained by the system administrator.
- Press the ▽ navigation key and then press the ◁ or ▷ navigation key to **Hide** or **Show** the **Ext List** Directory. This is a list of all extensions in the system.
- Press the ▽ navigation key and then press the ◁ or ▷ navigation key to choose the Directory **Sort Order**; by first or last name as shown in Figure 199.

Setting and Changing Your Password

Use the **User Password** menu to set or reset your password. This setting can also be controlled on the WebUI. If you create a password, you will need to enter it before accessing User Settings, Voicemail, and the WebUI.

To access the Password function:

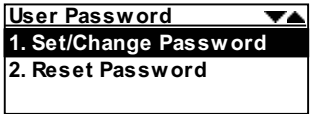


Figure 200. Password Menu

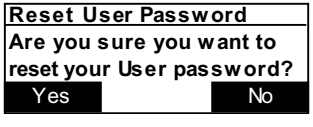


Figure 201. Reset Password

Call Appearance mode—Press **MENU**, then **2**, and then **5** to display the **User Password** screen shown in Figure 200.

Line Appearance mode—Press **MENU**, then **2**, and then **4** to display the **User Password** screen.

- Press **1** to set or change the password. Follow the steps in *"Changing Your Password" on page 130*.
- Press **2** to reset your password. The confirmation screen shown in Figure 201 appears.

  Press Yes to confirm that you want to reset your password. The message **User password has been reset** appears. The **User Password** screen appears.

  Once the password has been reset, password entry is no longer necessary for User Settings, Voicemail, and the WebUI.

Changing Your Password

To change your password:

Figure 202. Set/Change Password

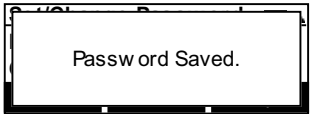


Figure 203. Password Saved

1. **Call Appearance mode—**Press **MENU**, then **2**, then **5**, and then **1** to access the **Set/Change Password** screen shown in Figure 202.

   Line Appearance mode—Press **MENU**, then **2**, then **4**, and then **1** to access the **Set/Change Password** screen.

2. Use the dial pad to enter a password.

   NOTE Passwords can be up to six digits.

   - To correct errors, press Backspc.
   - To start over, press Delete.

3. Press the ▽ navigation key and enter the new password again.

4. To accept the change, press Save. The **Password Saved** screen shown in Figure 203 appears, then the **User Settings** menu appears.

Admin Settings

To display the Admin Settings menu:

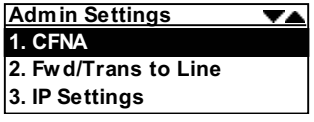


Figure 204. Admin Settings, Part 1

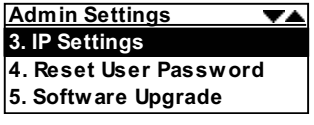


Figure 205. Admin Settings, Part 2

Press **MENU**, then **3**. You then must enter the Admin password before you can view the Admin Settings menu as shown in Figure 204.

NOTE The Admin Settings, shown in Figure 204 and Figure 205, are determined by your system administrator. Only those with access to the system administrator's password can change them.

For more information about these settings, see the Synapse Administrator's Guide, downloadable at **www.telephones.att.com/synapseguides**.

Deskset Information

Use the **Deskset Information** screen to find the Deskset's IP Address, which you will need to access the WebUI. The other Deskset information may be used by your system administrator or the installer.

To display the Deskset Information:

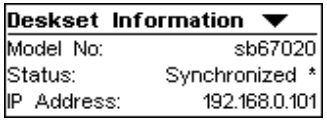


Figure 206. Deskset Information, Part 1

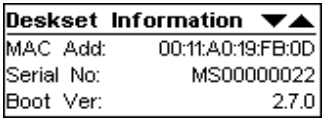


Figure 207. Deskset Information, Part 2

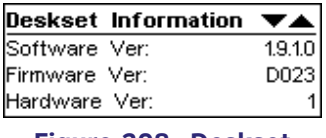


Figure 208. Deskset Information, Part 3

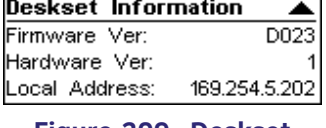


Figure 209. Deskset Information, Part 4

1. Press **MENU** and then **4** to display the **Deskset Information** screen shown in Figure 206.

   The model number, device status, IP Address, and Software version are listed with other information.

2. Press the ▽ navigation key to access the additional information shown in Figure 207, Figure 208, and Figure 209.

3. Press **CANCEL** to return to the Main menu.

Operator Auto-Attendant Settings

NOTE Auto-Attendant settings apply to Call Appearance mode only.

When the Synapse system is in Call appearance mode, you can set the status of the Auto Attendant if your Deskset is the operator extension.

To display the Auto-Attendant Settings menu:

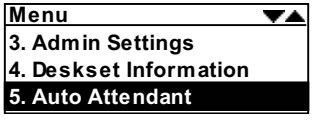


Figure 210. Operator Menu

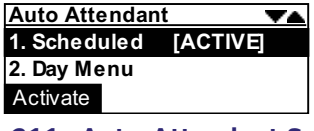


Figure 211. Auto-Attendant Settings

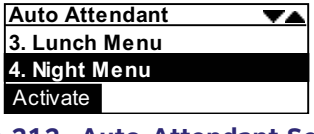


Figure 212. Auto-Attendant Settings

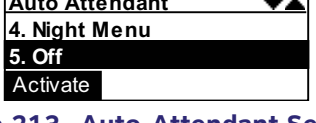


Figure 213. Auto-Attendant Settings

1. Press **MENU** to display the menu. It features a fifth choice, as shown in Figure 210.
2. Press **5** on the dial pad to display the **Auto Attendant** screen shown in Figure 211. Choose one of the five options to set the Auto Attendant's response to incoming calls.
   - Press **1** to follow the scheduled times.
   - Press **2** to use the **Day** menu.
   - Press **3** to use the **Lunch** menu.
   - Press **4** to use the **Night** menu.
   - Press **5** to turn the Auto Attendant off. Incoming calls will ring at the extensions set by the system administrator.
3. Press Activate to select the highlighted Auto Attendant status. **[ACTIVE]** appears next to the selected status.
4. Press **CANCEL** to exit this screen. The active Auto Attendant mode setting is not affected by pressing **CANCEL**.

Using Do Not Disturb (DND)

Do Not Disturb silences incoming ringing and paging. Incoming calls can still be answered when you see the Call Appearance or Line Appearance LED flashing.

To enable or disable Do Not Disturb:

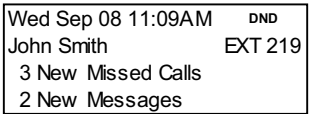


Figure 214. Do Not Disturb

Call Appearance mode—Press **MENU**, then **1**, and then **5** to turn **Do Not Disturb** On or Off.

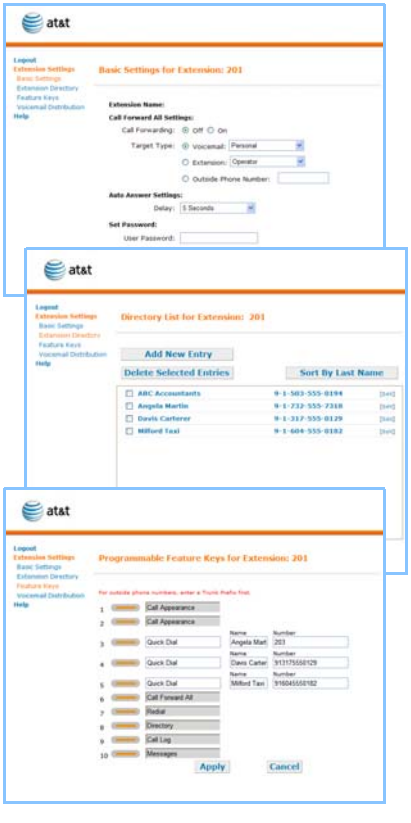
Line Appearance mode—Press **MENU**, then **1**, and then **4** to turn **Do Not Disturb** On or Off.

DND appears on the Idle screen when **Do Not Disturb** is on, as shown in Figure 214.

NOTE **Call Appearance mode—**The DND indicator only appears in the top right of the display when Call Forward All is disabled. When Call Forward All is set, no calls ring regardless of the DND setting, so the DND indicator does not appear.

CHAPTER 11

WEB INTERFACE



Use an Internet browser to access the Web User Interface (WebUI) that resides on your Deskset. After you log in to the WebUI, you can configure the following features:

- *"Accessing the Web User Interface (WebUI)" on page 136*
- *"Basic Settings" on page 139*
- *"Extension Directory" on page 141*
- *"Quick Dial" on page 144*
- *"Voicemail Distribution" on page 145*

You can also view the Deskset Help from the WebUI. See *"Help" on page 149.*

Accessing the Web User Interface (WebUI)

To access the WebUI:

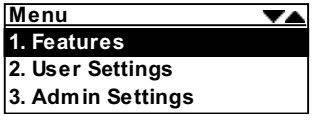


Figure 215. Deskset Menu

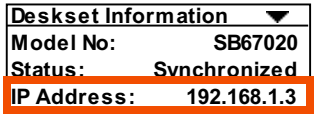


Figure 216. Deskset Information

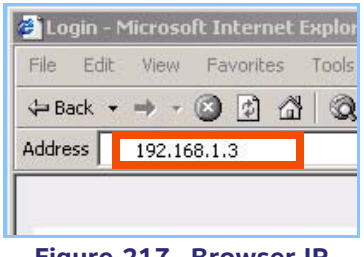


Figure 217. Browser IP Address

1. Press **MENU** on the Deskset. The **Menu** appears as shown in Figure 215.
2. Press **4** to display **Deskset Information**.
3. Find your IP Address, as highlighted in Figure 216.
4. Open an Internet browser on your computer. AT&T recommends Internet Explorer (7 or higher). Your computer must be on the same network as the Deskset.
5. Type the SB67020 Deskset IP address in the address bar, as shown in Figure 217, and press **ENTER** on your computer keyboard.
6. A **Login** page appears, as shown in Figure 218.

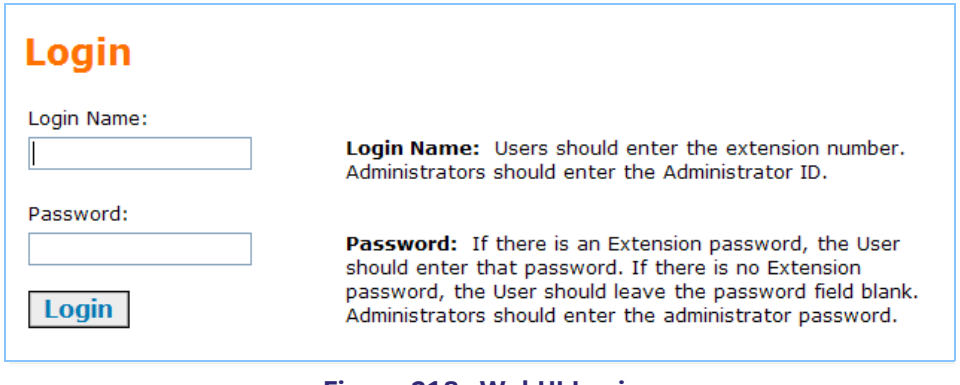

Login
Login Name:
Password:
Login
Login Name: Users should enter the extension number. Administrators should enter the Administrator ID.
Password: If there is an Extension password, the User should enter that password. If there is no Extension password, the User should leave the password field blank. Administrators should enter the administrator password.

Figure 218. WebUI Login

To access the WebUI: (Continued)

7. Log in as a user by typing your extension number.
8. Enter your password if you have created one (see "Setting and Changing Your Password" on page 129). Otherwise, leave the password blank.
9. Click Login.
   - You can create or change your user password once you are logged in.
   - The system displays the **Basic Settings** page shown in Figure 220 on page 139.

CAUTION

Changing a setting does not instantly apply the new value. Clicking Apply *saves and applies all changes on that page.*

Error Handling

If you type an invalid value into one of the WebUI fields and click Apply, the page is not saved. The WebUI displays an error message at the top of the page. The field with the incorrect value is highlighted in yellow, as shown in Figure 219. You can view a more detailed error description by resting your mouse pointer on the highlighted field.

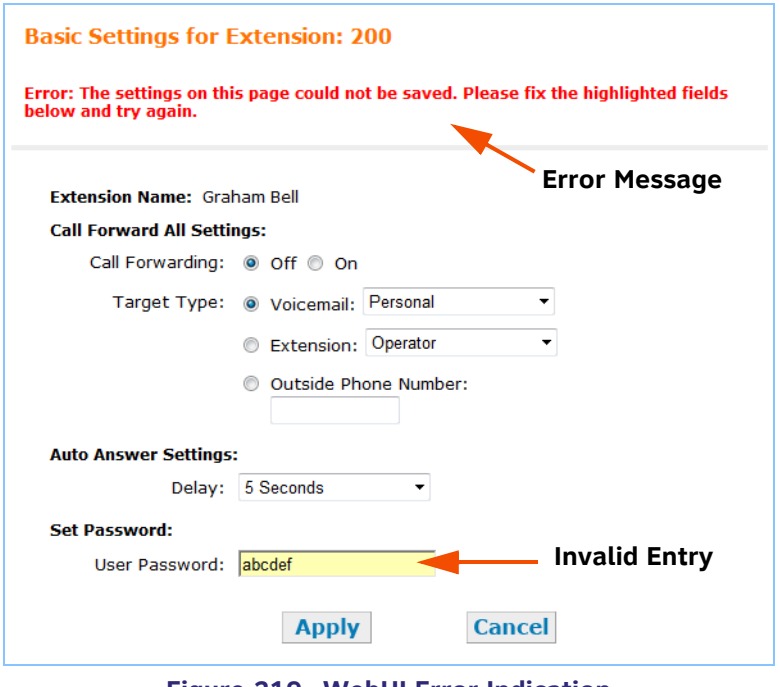


Figure 219. WebUI Error Indication

Basic Settings

The remaining procedures in this chapter assume that you are already logged in to the WebUI. See *"Accessing the Web User Interface (WebUI)" on page 136*.

To modify the Basic Settings:

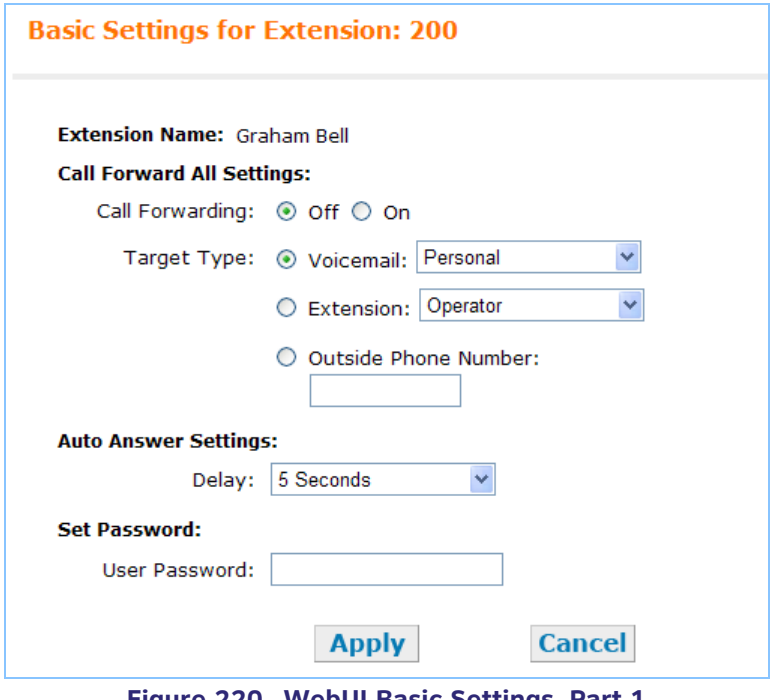


Figure 220. WebUI Basic Settings, Part 1 (Call Appearance mode shown)

After logging in, the **Basic Settings** menu appears as shown in Figure 220. Your **Extension Name**, which the system administrator enters, is displayed on internal calls. In Call Appearance mode, callers using the Auto Attendant can search for your Extension Name to reach your extension.

NOTE In Line Appearance mode, only the **Set Password** setting is available.

1. Configure Basic Settings as desired.
   - Enabling **Call Forward All** in this window immediately forwards all calls to the destination you select instead of ringing your extension. To enable call forwarding of all calls:
     a. Click the **Call Forwarding: On** button.
     b. Select the **Target Type**:
        - **Voicemail**: Select either **Personal** or, if your system has Group Mailboxes, one of the Group Mailboxes.

To modify the Basic Settings: (Continued)

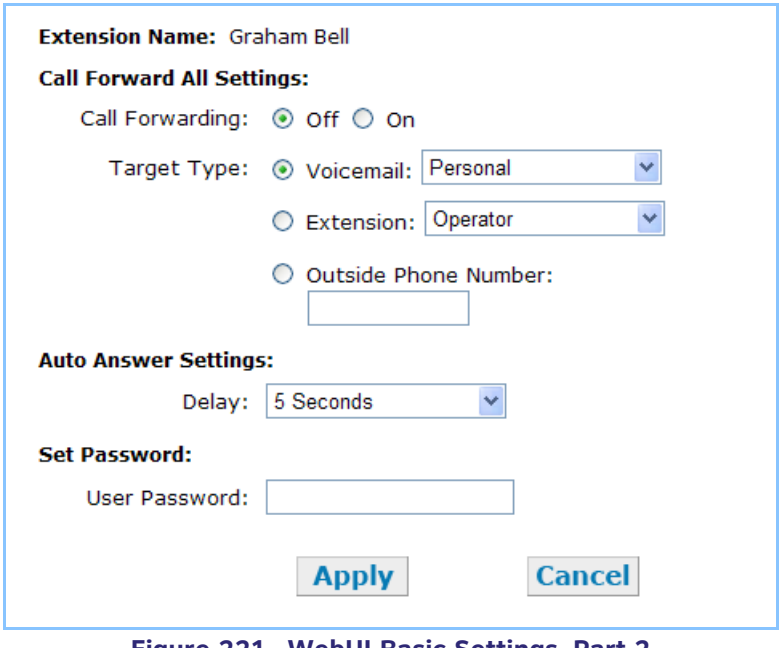


Figure 221. WebUI Basic Settings, Part 2 (Call Appearance mode shown)

- **Extension**: Enter an extension or select an extension number from the drop-down list.
- **Outside Phone Number**: Enter an outside telephone number. You do not need to enter a **9** or whatever digit, if any, that you would normally dial first to indicate that it is an outside call.

NOTE For example, enter your cell phone number as the **Outside Phone Number** to have all calls forwarded to your cell phone.

c. To disable forwarding all calls, click the **Call Forwarding: Off** button.

- You can set Auto Answer to have your Deskset automatically answer calls after a specified time. Set the delay here, and turn the feature on or off from the Deskset menus. See *"Auto Answering" on page 44*.
- Create a password or change it in the **User Password:** field. The password must consist of numbers only. This password is also used for accessing Voicemail and settings on the Deskset and on the WebUI.

2. Click Apply to accept your changes.

Extension Directory

To allow easy dialing, you can create a personal **Extension Directory** (referred to as the **Personal** list on the Deskset) that is only available from your extension. Your administrator can also create a System Directory of names and phone numbers (referred to as **System** list on the Deskset) that is available to all extensions.

To add an entry to the Extension Directory:

Figure 222. Extension Directory

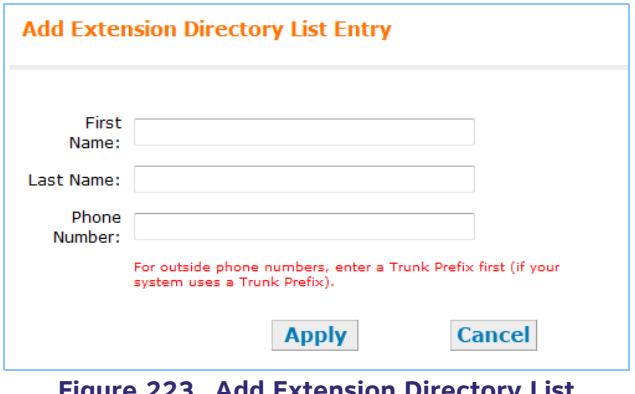

Add Extension Directory List Entry
First Name:
Last Name:
Phone Number:
For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).
Apply
Cancel

Figure 223. Add Extension Directory List

1. In the Navigation Menu at the left, click **Extension Directory** to display the page shown in Figure 222.
2. Click Add New Entry. The page shown in Figure 223 appears.
3. Complete the form with the required information.
4. Click Apply to save. The **Extension Directory** page appears with the entries added, as shown in Figure 224.

Figure 224. Extension Directory

To edit Extension Directory entries:

Figure 225. Extension Directory

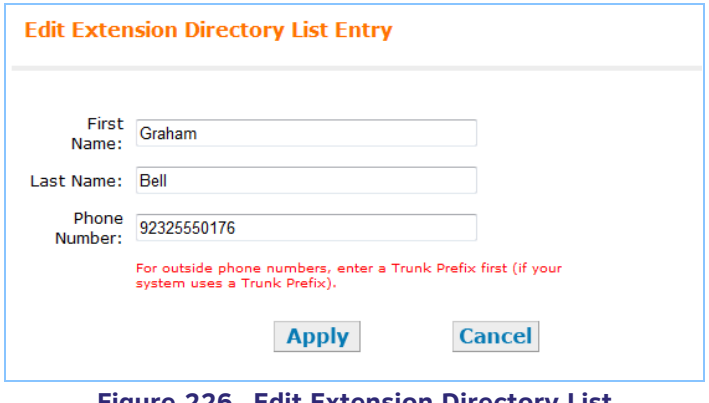

Edit Extension Directory List Entry
First Name: Graham
Last Name: Bell
Phone Number: 92325550176
For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).
Apply
Cancel

Figure 226. Edit Extension Directory List

1. In the Navigation Menu at the left, click **Extension Directory** to display the page shown in Figure 225.
2. Click **[Edit]** next to the entry to be edited. The Edit Extension Directory List Entry page appears, as shown in Figure 226.
3. Complete the form with the desired information.
4. Click Apply to accept your changes or Cancel to reject the changes.

To sort and delete Extension Directory entries:

Figure 227. Extension Directory

In the Navigation Menu at the left, click **Extension Directory** to display the page shown in Figure 227.

- To sort entries by last name, click Sort By Last Name. The button then changes to Sort By First Name. This action only works during the current session. The sort order reverts to listing the names by first name when you log in the next time.
- To delete Directory entries:
  a. Click the check boxes for the entries you want to delete.
  b. Click Delete Selected Entries. All of the selected entries are removed.

Quick Dial

To add or edit Quick Dial Entries:

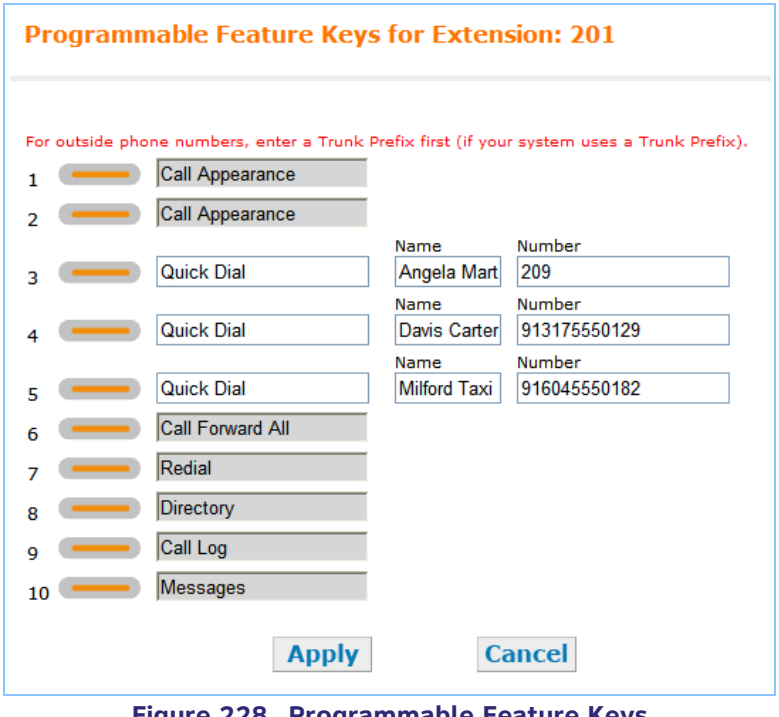

Programmable Feature Keys for Extension: 201
For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).
1 Call Appearance
2 Call Appearance
3 Quick Dial Name Angela Mart Number 209
4 Quick Dial Name Davis Carter Number 913175550129
5 Quick Dial Name Milford Taxi Number 916045550182
6 Call Forward All
7 Redial
8 Directory
9 Call Log
10 Messages
Apply
Cancel

Figure 228. Programmable Feature Keys (Call Appearance mode shown)

1. In the Navigation Menu at the left, click **Feature Keys** to display the page shown in Figure 228.

   You can edit any **Programmable Feature Keys** that the system administrator has set up as **Quick Dial** keys. All other **Programmable Feature Keys** are unavailable.

2. Enter names and telephone numbers or extensions in the **Name** and **Number** columns. If it is an outside phone number, enter a **9** or whatever digit, if any, that must be dialed first to indicate that it is an outside call.

   To edit or delete an entry, type over the entry.

3. To save entries, click Apply.

   To reject changes, click Cancel.

4. Press the corresponding Programmable Feature Key on the Deskset, as shown in Figure 229, to verify that the entries have been added or edited.

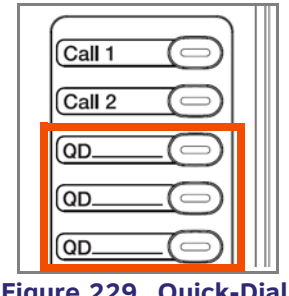


Figure 229. Quick-Dial Access

Voicemail Distribution

If you enable Voicemail Distribution, you can leave new messages or forward existing messages to groups that you create in the WebUI. This feature is disabled by default. If you enable this feature, there will be an additional step every time you access the message list. See *"Accessing Your Messages" on page 87.*

To enable and disable Voicemail Distribution Lists:

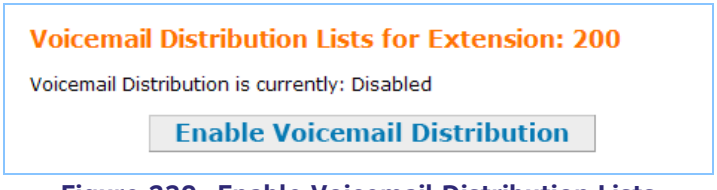

Voicemail Distribution Lists for Extension: 200
Voicemail Distribution is currently: Disabled
Enable Voicemail Distribution

Figure 230. Enable Voicemail Distribution Lists

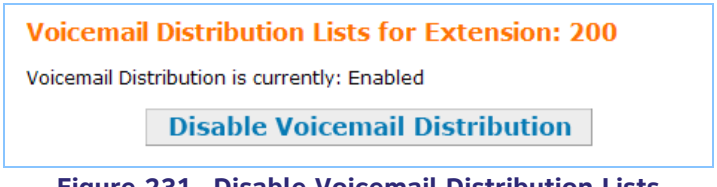

Voicemail Distribution Lists for Extension: 200
Voicemail Distribution is currently: Enabled
Disable Voicemail Distribution

Figure 231. Disable Voicemail Distribution Lists

1. In the Navigation Menu at the left, click **Voicemail Distribution** to display the page shown in Figure 230 or Figure 231.
2. Click Enable Voicemail Distribution to enable or Disable Voicemail Distribution to disable Voicemail Distribution.

To view the Voicemail Distribution Lists:

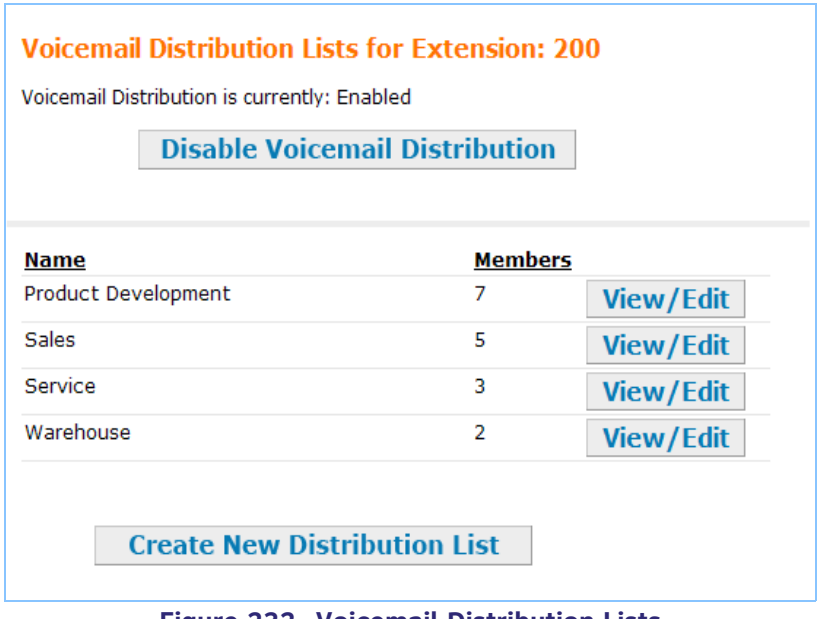


Figure 232. Voicemail Distribution Lists

1. In the Navigation Menu at the left, click **Voicemail Distribution** to display the page shown in Figure 232.

   A list of the existing Voicemail Distribution Lists appears.

To create a Voicemail Distribution List:

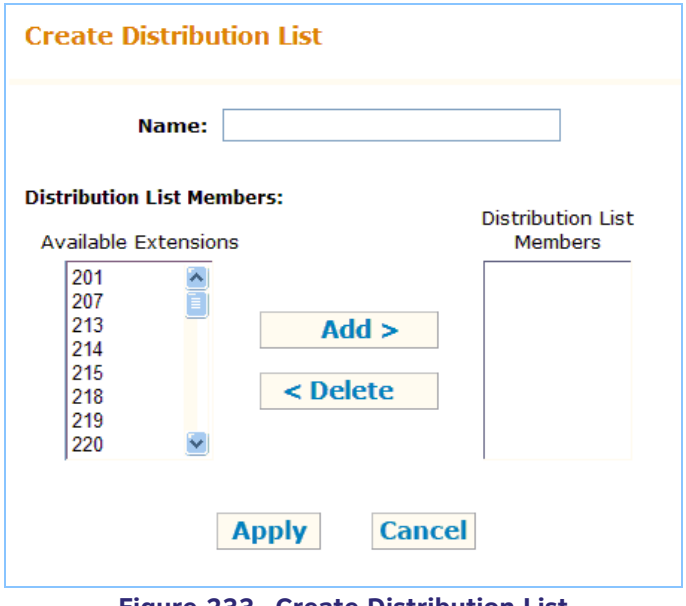


Figure 233. Create Distribution List

1. In the Navigation Menu at the left, click **Voicemail Distribution** to display the page shown in *Figure 232 on page 146*.
2. Click Create New Distribution List. The page shown in Figure 233 appears.
3. Enter a **Name** for the Voicemail Distribution List.
4. Assign **Distribution List Members**.

   Select one or more extensions that you want in this list from the **Available Extensions** list and click Add >.

   OR

   Select one or more extensions to remove from this list from the **Distribution List Members** list and click < Delete.

NOTE Analog telephones connected to the ATA are not **Available Extensions** for the Distribution lists.

5. Click Apply to save these settings when you are done or click Cancel to return to the previous page without saving the changes.

To edit or delete a Voicemail Distribution List:

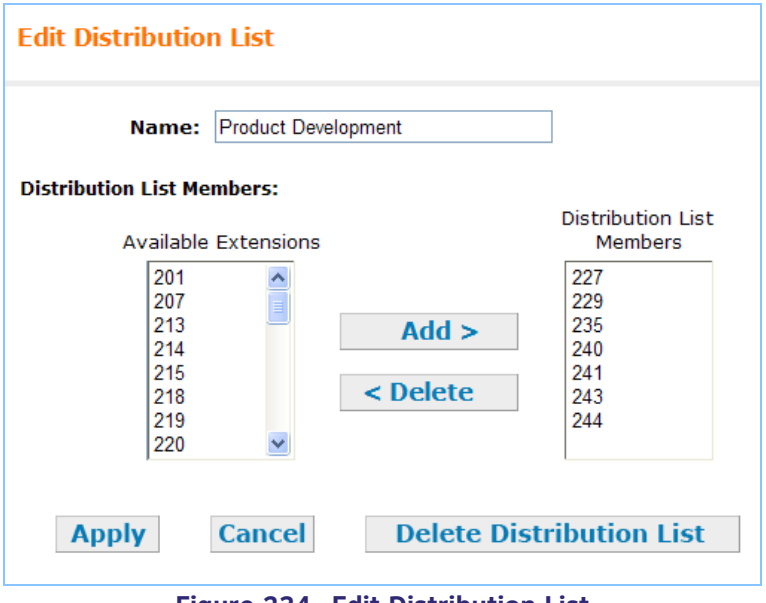


Figure 234. Edit Distribution List

1. In the Navigation Menu at the left, click **Voicemail Distribution** to display the page shown in *Figure 232 on page 146*.
2. Click View/Edit. The page shown in Figure 234 appears.
3. Edit the Distribution List **Name** as needed.
4. Assign **Distribution List Members**.

   Select one or more extensions that you want in this list from the **Available Extensions** list and click Add >.

   OR

   Select one or more extensions to remove from this list from the **Distribution List Members** list and click < Delete.
5. Optional: Click Delete Distribution List to delete this Distribution List.
6. Click Apply to save these settings or click Cancel to return to the previous page without saving the changes.

Help

To access WebUI Help:

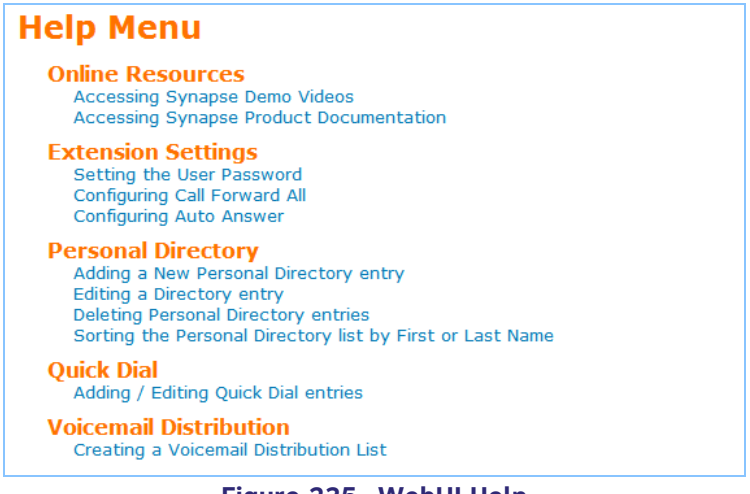


Figure 235. WebUI Help

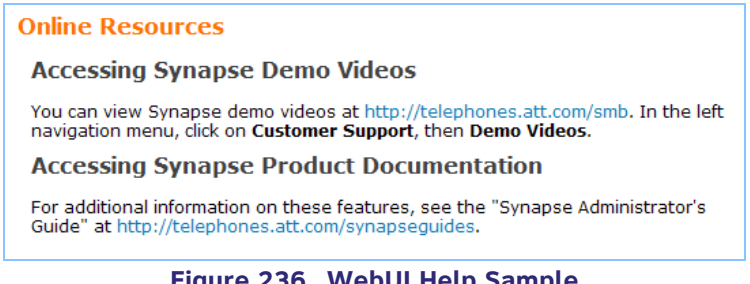

Online Resources
Accessing Synapse Demo Videos
You can view Synapse demo videos at http://telephones.att.com/smb. In the left navigation menu, click on Customer Support, then Demo Videos.
Accessing Synapse Product Documentation
For additional information on these features, see the "Synapse Administrator's Guide" at http://telephones.att.com/synapseguides.

Figure 236. WebUI Help Sample

1. In the Navigation Menu at left, click **Help**.

   A PDF Help file opens. The page shown in Figure 235 appears.

2. To view a topic, click the link for that topic. The page for that topic appears, as illustrated in Figure 236.

CHAPTER
12
TROUBLESHOOTING

If you have difficulty operating your Deskset, try the following suggestions in this section:

- *"Common Troubleshooting Procedures" on page 151*
- *"Display Messages" on page 152*
- *"Calls Generally" on page 154*
- *"Voicemail" on page 164*
- *"Other Deskset Features" on page 167*
- *"WebUI" on page 169*
- *"PC/Deskset Interaction" on page 170.*

NOTE For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.

Common Troubleshooting Procedures

Follow these procedures to resolve common issues.

Resolving General Functional Issues.

To resolve a blank screen or device that does not work at all:

- Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch.
- Verify that the AC power outlet has power. Try plugging in some other AC device. If nothing works, contact an electrician or use another power outlet.
- Verify that the DC plug is plugged into the power jack on the device.
- The system devices are not immediately active when powered up and after a power interruption. Allow at least 30 seconds for the device to boot up.
- Ask your system administrator to confirm that the Power over Ethernet switch is working correctly.

To resolve a sluggish, unresponsive, or unusually behaving device:

Reset the device by pressing the **RESET** button on the back of the Deskset for less than five seconds or by removing and restoring AC power.

CAUTION *Pressing the* **RESET** *button for more than five seconds will erase all data and settings.*

To restore a Deskset to factory defaults:

To restore a Deskset to factory defaults, insert a pen or paper clip into the **RESET** hole on the back of the Deskset and press the button for more than five seconds.

Display Messages

Symptom	Probable Cause	Corrective Action Display Messages
The screen is blank or the Deskset menu does not work.	There may be no power or the Deskset may need to be reset.	■ See *"To resolve a blank screen or device that does not work at all:" on page 151*. ■ Reset the Deskset to factory defaults. Insert a pen or paper clip into the reset hole and press for more than five seconds.
The Gateway screen displays **Joining Site...** for more than one minute.	The Gateway is failing to synchronize with a Deskset configured for a different system configuration.	■ Always disconnect the LAN cable before restoring factory defaults (by pressing the **RESET** button more than five seconds).
The device screen displays **Network Down**.	The Ethernet cable is unplugged.	■ Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the device and that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet port is green. If it is not, unplug the cable and plug it in again.
	There may be a problem with the office network.	■ Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator.

Symptom	Probable Cause	Corrective Action	Display Messages
The screen displays **Synch Failed**.	The device synch failed when trying to connect to the system.	■ Reset the device. Insert a pen or paper clip into the reset hole and press for more than five seconds.	
	The maximum number of that type of device has been reached.	■ A device must be removed from the network and deleted from the system before another device can be added.	
	The same Deskset extension number already exists.	■ Reset the Deskset to factory defaults without the network cable connected. Use a paper clip to press and hold the reset switch for more than five seconds.	
	The device software version is different than the rest of the system.	■ Ask your system administrator to update all devices to the current software version.	
The device screen displays **Synchronizing...**.	Not enough time has elapsed.	■ The device may display **Synchronizing...** for a few seconds. This is normal and does not indicate a problem.	
Deskset cannot make or receive phone calls and the Deskset screen displays **Synchronizing...**.	The Deskset may have an incompatible software version.	■ Ask your system administrator to update your Deskset to the current software version.	

Calls Generally

Symptom	Probable Cause	Corrective Action Calls Generally
Calls are dropped.	Restoring Deskset settings or updating software while that extension is in use causes all calls to be dropped.	■ Your system administrator should avoid updating software or restoring Deskset settings when you are likely to be using the phone.
	The network is down.	■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset labeled and that the other end is plugged into your office LAN.
	The Deskset extension was changed during the call.	■ Contact your system administrator. If changes were made to your extension while you were on a call, that call is dropped.
Deskset cannot make or receive phone calls	Putting the T1 Gateway into loopback test mode prevents phone calls from occurring.	■ Do not run loopback tests while the T1 trunk is in use.
	Your Deskset is not synchronized.	■ Press **MENU** –> **4** to verify that the **Deskset Status** is **Synchronized**. See *"Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing...." on page 153*.
	Your Deskset is not connected to the LAN.	■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset and that the other end is plugged into your office LAN.
On outside calls, you hear an excessive echo at the Deskset.	The automatic PSTN Gateway line calibration did not run properly.	■ See your system administrator. There may be non-system equipment connected in parallel to the telephone line.

Symptom	Probable Cause	Corrective Action	Calls Generally
You cannot retrieve parked calls.	The first digit of an extension number matches the first digit of parked calls.	■ Your system administrator may have to correct your Dial Plan settings. Do not have extension numbers whose first digits match the park extension prefix.	
You hear static, sudden silences, gaps in speech, or garbled speech.	You may be experiencing network problems.	■ Your LAN administrator should ensure the following minimum guidelines are met: • A switched network topology is recommended (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s). • The office network infrastructure should use Cat.-5 wiring. ■ Do not connect a network server PC to the PC port on the Deskset. ■ Make sure the network cable is solidly plugged in. If you tug on the cable, the plug should remain inserted.	
A call is forwarded or transferred to an outside telephone number and the call is disconnected.	Telephone line to telephone line call times have been restricted. Calls that are forwarded or transferred to an outside phone number use two PSTN lines or voice channels for the duration of the call. To avoid tying up two outside lines, these calls are on a timer.	■ Ask your system administrator to reset the **Timer for Forwarded and Transferred Outside Calls**.	

Symptom	Probable Cause	Corrective Action	Calls Generally
You are unable to transfer a call to an extension.	The extension is unavailable.	■ Check if the destination extension is disconnected from the network. ■ Ensure that the extension exists. ■ All the destination extension's lines may be busy. ■ If the party you have on hold hangs up, call back and start the transfer process again.	
Your Deskset does not automatically forward a call to another extension.	**Call Appearance mode only—** The Call Forward All settings are incorrect.	■ Check that Call Forward All is on. **FWD** should appear in the top right corner of the screen while in Idle mode. ■ Ensure that a valid extension number has been entered as a destination extension. ■ Confirm that the Call Forward All **Target** is set to ◀ Ext ▶.	
You are unable to transfer a call to an outside phone number.	Transferring to an outside phone number has been disabled, or no lines are available.	■ Check that your system administrator has enabled transferring to an outside phone number. ■ Ensure that a valid outside number is shown in the **Phone #** field. You do not need to enter a **9** (or whatever digit, if any, that must be dialed first for an outside call). ■ Ensure that the Gateway is connected to the network. ■ All phone lines may be in use. If so, try again later.	

Symptom	Probable Cause	Corrective Action	Calls Generally
Deskset does not automatically forward a call to an outside phone number.	Forwarding to an outside phone number has been disabled or Call Forward All or the Call Forward–No Answer settings are incorrect.	■ **Call Appearance mode only—**Check that Call Forward All is on. **FWD** should appear in the top right corner of the screen while in Idle mode. Press **MENU**, then **1**, then **6** to turn this feature on. ■ **Call Appearance mode only—**Confirm that the **Call Forward All** Target is set to ◀Phone#▶. On the Deskset, press **MENU** –> **2** –> **2** –> **1**. ■ Ensure that a valid outside number is shown in the **Phone #** field. You do not need to enter a **9** (or whatever digit, if any, that must be dialed first for an outside call). ■ Check that forwarding to an outside phone number has been enabled. Your system administrator must enable **Call Fwd / Transfer to line** in the Admin Settings.	
You are unable to manually forward a call to Voicemail.	**Call Appearance mode only—** You cannot foward incoming Ring Group calls and incoming Call Queue calls to Voicemail.	■ Nothing. The system administrator can designate a Deskset as a forwarding destination if the Ring Group call is unanswered. If that Deskset does not answer the forwarded call, the call will be forwarded again according to that Deskset's settings.	

Incoming Calls

Symptom	Probable Cause	Corrective Action	Incoming Calls
Your Deskset does not receive incoming calls.	Incoming call notifications have been suppressed or delayed, or incoming calls are redirected by the Deskset, or incoming calls are not directed to the Deskset.	■ Verify that Do Not Disturb is off. Make sure that **DND** is not in the top right corner of the Deskset display. Press **MENU**, then **1**, then **5** (Call Appearance mode) or **MENU**, then **1**, then **4** (Line Appearance mode) to turn this feature off. ■ **Call Appearance mode only—**Verify that Call Forward All is off. Make sure that **FWD** is not in the top right corner of the Deskset display. Press **MENU**, then **1**, then **6** to turn this feature off. ■ **Call Appearance mode only—**Incoming calls may be directed to a Ring Group or Call Queue that you are not part of. Calls may also be redirected via DID numbers and Trunk Routing.	
	The ringer volume is too low or a ring delay is set.	■ Press the **VOL+** key to increase ringer volume. ■ Verify that the Ring Delay is off. Press **MENU** –> **2** –> **3** –> **2** (Call Appearance mode) or **MENU** –> **2** –> **2** –> **2** (Line Appearance mode) at a Deskset to adjust the ring delay.	
You receive only caller ID numbers, not caller ID names.	Your T1 telephone service provider may use DMS-100 or 5ESS signalling protocols, which do not support caller ID name delivery.	■ Talk to the service provider about obtaining PRI-NI2 signaling.	

Symptom	Probable Cause	Corrective Action Incoming Calls
Call Appearance mode only—Outside caller cannot find your extension in the Auto Attendant Directory.	You have not recorded a Personal Name.	■ Record a name at the Deskset. Press **MENU** –> **2** –> **1** –> **2** to record a Personal Name to be played to callers.
	Your system administrator has not entered your first and last name into the Extension List.	■ Consult your system administrator.
	The outside caller may not be waiting long enough for the search.	■ Tell callers that after spelling the name, they can press the pound (#) sign to start the search.
Call Appearance mode only—Call does not Auto Answer.	The Deskset is set to Call Forward All.	■ Deactivate Call Forward All. Press **MENU** –> **1** –> **6**.
	The Deskset is in DND mode.	■ Deactivate DND. Press **MENU** –> **1** –> **5**.
	Your Auto Answer delay is greater than your Call Forward – No Answer delay.	■ Adjust the Auto Answer delay. Press **MENU** –> **2** –> **2** –> **2**.
	Ring Group calls cannot be automatically answered.	■ If your location has a T1 Gateway and DID numbers, ask your system administrator to provide you a DID phone number and ask people whose calls you want auto answered to dial your DID number.

Symptom	Probable Cause	Corrective Action	Incoming Calls
Caller ID is not working. The display shows ◀Phone#▶ and a digit for the name, and the same digit for the phone number.	Your organization does not subscribe to caller ID service or you have DSL phone lines without filters installed.	■ Caller ID is a subscription service. You must subscribe to this service from your local telephone service provider for this feature to work on your phone. ■ The caller must be calling from an area that supports caller ID. ■ Both you and your caller's telephone companies must use caller ID compatible equipment. ■ If you have DSL phone lines, confirm that you have a DSL filter plugged in between each Deskset and DSL wall jack. The DSL filter must be plugged into the wall jack, not the Gateway.	

Outgoing Calls

Symptom	Probable Cause	Corrective Action Outgoing Calls
No dial tone.	Handset cord is plugged into the wrong jack.	■ Ensure the handset cord is plugged into the handset jack on the side of the Deskset. Do not connect the handset cord to the corded headset jack on the back of the Deskset.
When you dial an outside number, you reach an extension instead.	The extension prefix matches the first digit of the outside phone number you tried to dial, and you don't have to dial a digit before dialing outside phone numbers.	■ Consult your system administrator.
You cannot make calls to an outside number.	An outside phone number cannot be accessed through the Gateway.	■ **Call Appearance mode only—**Ensure that you enter a **9** or whatever digit, if any, that must be dialed first for an outside call. For example, **9-1-555-0123**. ■ If you see **All Phone Lines Busy** on the Deskset screen, try again later because all outside lines may be in use. ■ Ensure that a Gateway is connected to the network and that it resides on the same subnet as the Deskset.
	Your extension has a trunk reservation for outgoing calls, and all lines and channels are being used for active or incoming calls, or are reserved for other extensions.	■ Wait for a channel or line to become available. ■ The system administrator can either remove the reservations from some trunks or contact the service provider to add more analog telephone lines or T1 channels.

Symptom	Probable Cause	Corrective Action	Outgoing Calls
You cannot make international long distance calls.	**Call Appearance mode only—**If no trunk prefix (digit entered before dialing outside calls) is set, phone numbers, including international or country codes, that start with 0 (zero) will go to the Synapse system operator.	■ Consult your system administrator.	
You cannot access phone company services like 411.	**Call Appearance mode only—**If the **PSTN Trunk Prefix** is set to **none** and any x11 extensions already exist (such as 411, or 611), then the extensions take precedence. In other words, dialing 411 calls extension 411, not the 411 directory service. 911 cannot be assigned as an extension number.	■ Consult your system administrator. ■ Ensure that you enter a **9** or whatever digit, if any, that must be dialed first for an outside call. For example, **9-1-555-0123**.	
The PSTN Trunk reservation is not being honored.	**Call Appearance mode only—**An incoming call may be using that line. Parking calls and forwarding calls on a reserved trunk does not free up the trunk.	■ Consult your system administrator about setting up Trunk Routing to reserve the incoming path to the "special" extension. ■ A Forwarded call must end before the reserved trunk is available.	
Call Appearance mode only—I cannot make an outgoing call on a system with reserved trunks.	All lines and channels are being used for active or incoming calls, or are reserved for other extensions.	■ If all trunks are reserved, extensions with trunk reservations cannot make calls. The system administrator can either remove the reservations from some trunks or arrange for additional analog telephone lines or T1 channels.	

Symptom	Probable Cause	Corrective Action	Outgoing Calls
DDNs (Directory Dial Numbers) do not dial out properly from the Call Log.	This system does not support DDN.	■ DDNs in the Call Log are treated like all other caller ID phone numbers.	

Voicemail

Symptom	Probable Cause	Corrective Action Voicemail
Voicemail is not received at the extension you called.	Target extension Voicemail is full.	■ Delete messages.
	Extension is unplugged.	■ Plug in the extension.
	Distribution List error.	■ Verify the Distribution List. Log in to the WebUI, then click **Voicemail Distribution**.
Your Deskset does not receive Voicemail.	Calls are not being directed to Voicemail, or the Voicemail memory is full.	■ **Call Appearance mode only—**Verify that Call Forward All is off or is targeted to Voicemail. ● Press **MENU** –> **1** –> **6** to turn this feature off. **FWD** will not be in the top right corner of the Deskset display. ● To set the Call Forward All target, log into the WebUI. On the **Basic Settings** page, set the **Target Type** to **Voicemail**. Then click Apply. ■ Ask the system administrator to check the Call Forward – No Answer setting. Calls may be forwarding to another phone number instead of Voicemail. ■ Check your available Voicemail memory. You may need to delete some messages to create space.

Symptom	Probable Cause	Corrective Action Voicemail
Incomplete Voicemail messages.	Recording interrupted by time-out or full memory.	■ If a caller leaves a very long message, part of it may be lost when the Deskset disconnects the call after two minutes. ■ If the caller pauses for longer than six seconds, the Deskset stops recording and disconnects the call. ■ If the Deskset's memory becomes full during a message, the Deskset stops recording and disconnects the call. ■ If the caller's voice is very soft, the Deskset may stop recording and disconnect the call.
Unable to find a message in a Group Mailbox.	Group Mailboxes are accessed by multiple users.	■ None. Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.
The number of new messages in a Group Mailbox changed spontaneously.	Group Mailboxes are accessed by multiple users.	■ None. Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.

Symptom	Probable Cause	Corrective Action Voicemail
The system does not respond to remote Voicemail commands.	The system cannot detect Dual-Tone Multi-Frequency (DTMF) tones, which are the signals sent when the caller presses dial-pad keys.	■ Confirm you have entered star, star (**) before entering your remote access code (user password). If you have no password, press star, star (**), then pound (#). ■ Confirm you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system. ■ The answering system might not detect the star, star (**) while your announcement is playing. Try waiting until the announcement is over before entering the code. ■ There may be interference on the phone line you are using. Press the dial-pad keys firmly.

Other Deskset Features

Symptom	Probable Cause	Corrective Action	Other Deskset Features
Other Desksets do not appear in the extension list.	The Deskset is not connected to the same subnet as the other Desksets.	■ Verify that the first two sections of the IP address (the portion before the second "dot") match the IP addresses of the other Desksets or that the subnets are set up to communicate with each other. Press **MENU** –> **4** at a Deskset to find the IP address. ■ If the other Desksets have been assigned static IP addresses, you may have to assign your Deskset a static IP address to match the other Desksets.	
You are unable to record a greeting.	The selected Deskset is set up to forward all calls.	■ Select a different Deskset on which to record the greeting. ■ **Call Appearance mode only—**Disable the call forwarding on the selected Deskset. Press **MENU** –> **1** –> **6**.	
There is no DistrList key so you cannot forward messages to a Distribution list.	The DistrList key is not present unless the Distribution List feature is enabled and you have created at least one Distribution List.	■ Log into the WebUI and click **Voicemail Distribution**. Enable Voicemail Distribution, and create one or more Distribution Lists.	

Symptom	Probable Cause	Corrective Action	Other Deskset Features
You are unable to add an entry to Quick-Dial list.	If you have an SB67030/031 Deskset, the Quick-Dial list is full — there are six entries available.	■ Edit Quick-Dial entries on the Deskset to write over an existing entry: a. Press the button to the right of Quick Dial. b. Press EditList to add or edit a Quick-Dial entry. ■ Edit Quick-Dial entries on the WebUI to write over an existing entry: a. Log into the WebUI and click **Quick Dial Keys**. b. Edit the Quick-Dial entries. c. Press Apply.	
	Your SB67030/031 Deskset has been configured for Call Queue and the Quick-Dial key and Quick-Dial list are unavailable.	■ See your system administrator if you need to use Quick Dial instead of Call Queue.	
	If you have an SB67020 Deskset, the system administrator must configure one or more Programmable Feature Keys as Quick Dial keys before they can be used.	■ Ask the system administrator to configure one or more Quick-Dial keys for your Deskset.	
Call Appearance mode only—You cannot make or receive phone calls on the T1 channels.	Incoming or outgoing calls using the T1 trunk are attempted before the SYN/ACT LED is **GREEN**.	■ Press the **RESET** button on the front panel of the T1 Gateway for less than 5 seconds. ■ Wait for the SYNC LED to turn **GREEN** before making or receiving any T1 calls or receiving calls on the T1 Gateway.	

WebUI

Symptom	Probable Cause	Corrective Action	User WebUI
Unable to access the WebUI Log-in page from my computer.	The computer is not connected to the same subnet (network) as the Deskset, and the subnets are not set up to communicate.	■ Verify the IP address. You must correctly enter the IP address of your Deskset into your Internet browser's address bar. At the Deskset, press **MENU** –> **4** to see the **IP address** displayed in the third line of the information. ■ Ensure that there is an Ethernet cable attached to Network port on the Deskset and to the LAN. If a PC at the same workstation is sharing the LAN connection, attach an Ethernet cable to your computer's Ethernet port and to the PC port on the back of the Deskset. ■ Confirm that your computer and your Deskset are on the same subnet so that they can talk to each other. Check that the first three sections of each IP address are the same. If they are not, they may not be connected to the same subnet. Contact the installer; the subnets may not be set up to communicate.	
Changes made in the WebUI are not saved.	Apply must be clicked on each page to confirm the changes.	■ Click Apply on each page to confirm the changes.	

PC/Deskset Interaction

Symptom	Probable Cause	Corrective Action	PC/Deskset Interaction
Internet connection or access to the local network on your computer does not work after installing the Deskset.	The Ethernet cords are not installed correctly.	■ Check that the Ethernet cord from the computer is plugged into the Deskset port labeled PC. A second Ethernet cord should be plugged into the Ethernet port on the Deskset marked with the other end plugged into your LAN.	
Your PC is slower after connecting it to the LAN through the Deskset.	A computer connected through the Deskset will be limited to 100 Mbits/s.	■ Use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the network's greater bandwidth.	
Your PC, which is connected to the LAN through the Deskset, briefly loses its network connection.	For PCs connected to the LAN through Desksets, disruption to the Deskset operation affects the PC. For example, when the Deskset restarts (possibly due to a software upgrade) the connection to the LAN is temporarily lost.	■ If the PC is connected to the LAN through the Deskset, your system administrator should avoid updating software or restoring Deskset settings when you are using the workstation. ■ If the PC is connected to the Deskset, and if the PC is connected to an Uninterruptible Power Supply (UPS), plug the Deskset into a UPS. ■ Use separate Ethernet connections for the Deskset and the computer.	

Appendix A: Soft Keys

The Synapse SB67020 Deskset features keys below the LCD screen. The bottom of the screen displays the appropriate label for each key as the function of the key changes.

Table 20 provides an alphabetical list of the labels that appear above the SB67020 Deskset soft keys.

Table 20. SB67020 Deskset Soft Key Functions

Function	Description	Function	Description
"."	Enters a dot in IP address.	DelMsg	Deletes a Voicemail message.
Activate	Sets an option as the current Active option.	Details	Shows any additional information.
Answer	Answers an incoming call.	DistrList	Opens the Distribution Lists.
Backspc	Backspace the cursor when entering data.	Done	End recording and return to previous screen.
Call	Dials the on-screen entry.	Drop	Drops the on-screen party from a conference call.
Callback	Allows dialing options before calling a number.	Edit	Edit the current entry.
Clear	Clears the current entry.	EndConf	Ends a conference call and hangs up all parties.
ClrNew	Clears **NEW** indication from a message.	EndPage	Ends paging.
Conf	Initiates a conference call.	ExtList	Opens the Extension List.
DelAll	Deletes all records.	FirstNme	Switches between first and last name sort in the Directory and Extension lists.
Delete	Deletes a record.	LastNme	

Table 20. SB67020 Deskset Soft Key Functions (Continued)

Function	Description	Function	Description
FwdMsg	Initiates Message Forward function.	ParkList	Opens the Park List.
FwdVM	Forwards incoming call to Voicemail.	Pause	Inserts a two-second pause in a digit string.
Ignore	Silences ringer during incoming call.	Play	Plays a message or recording.
Intro	Record an introductory message.	PlayAll	Plays all Voicemail messages.
Join	Adds the on-screen party to a conference call.	PlayMsg	Plays a message from the Call Log.
Listen	Listen to a Voicemail message.	PlayRec	Plays a recording.
LvMsg	Create a new message for a Distribution List.	Record	Begins a recording.
MrkNew	Marks the current message as **NEW**.	Retrieve	Retrieves a parked or queued call.
MBList	Opens the Mailbox List.	Save	Saves a setting.
New	Creates a new Directory entry.	Send	Sends a Voicemail message.
No	Cancels proposed action.	Stop	Stop recording.
Options	Displays a list of options.	Store	Stores the name and number into the Directory.
Page	Initiates a system page.	Transfer	Initiates transfer of a call.
Park	Parks a call.	Yes	Confirms proposed action.

Appendix B: Technical Specifications

Table 21 lists the technical specifications for the SB67020 Deskset.

Table 21. Technical Specifications

Feature	Specification
Size	6.9" × 7.9" × 8.1" (H × W × D @57° angle), 7.9" × 7.9" × 7.1" (H × W × D @41° angle)
Weight	35.59 oz. (1009 g) (including adapter)
Power Requirements	5.1 V DC @ 1700 mA, 48 V DC Typ. (PoE Class 2)
RJ-45 Ethernet Network Jack	(10Base-T/100Base-Tx) with auto MDI/MDIX switching
Headset Jack	Traditional corded headset jack type with 2-conductor wiring

Appendix C: Maintenance

Your system contains sophisticated electronic parts, so it must be treated with care.

Avoid Rough Treatment

Handle the unit gently. Save the original packing materials to protect your equipment if you ever need to ship it.

Avoid Water

Your unit can be damaged if it gets wet. Do not use the equipment outdoors in the rain or handle it with wet hands. Do not install the equipment near a sink, bathtub, or shower.

Electrical Storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, exercise caution when using electrical appliances during storms.

Cleaning Your Unit

Your unit has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap solution. Do not use excess water or cleaning solvents of any kind.

Appendix D: Important Safety Instructions

CAUTION

This symbol alerts you to important operating or servicing instructions in this document. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- Do not place this product on an unstable surface.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the unit because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product; take it to an authorized service facility. Opening or removing parts of the unit other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- Do not overload wall outlets and extension cords.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table or cabinet outlet.

Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

- When the power supply cord or plug is damaged or frayed.
- If liquid has been spilled on the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
- If the product has been dropped and the unit has been damaged.
- If the product exhibits a distinct change in performance.

Appendix E: Limited Warranty

The AT&T brand is used under license. For customer service, repair, replacement, or warranty service, and all questions about this product, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.

1. What does this Limited Warranty cover?

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This Limited Warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the Limited Warranty period ("materially defective PRODUCT")?

During the Limited Warranty period, the manufacturer's authorized service representative will repair or replace at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer will retain the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer will return the repaired or replacement PRODUCT to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. How long is the Limited Warranty period?

The Limited Warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this Limited Warranty, this Limited Warranty also applies to the repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you, or (b) the time remaining on the original one-year Limited Warranty, whichever is longer.

4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, fire, water or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without a valid proof of purchase (see item 6 on next page); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair.

5. How do you get warranty service?

To obtain warranty service, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada, call **1 (888) 883-2474**.

NOTE

Before calling for service, please review the user manual. A check of the PRODUCT's controls and features may save you a service call. Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location.

The manufacturer will return any repaired or replaced PRODUCT under this limited warranty. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

6. What must you return with the PRODUCT to get warranty service?

You must:

- Return the entire original package and contents, including the PRODUCT, to the service location along with a description of the malfunction or difficulty; and
- Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- Provide your name, complete and correct mailing address, and telephone number.

7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T-branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use), are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to, lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

GLOSSARY

This glossary provides definitions that pertain to the Synapse telephone system.

10/100 Ethernet Port: An Ethernet port that supports two different speeds of Ethernet on the same port. The two speeds supported are 10Base-T and 100Base-TX.

10Base-T/100Base-TX: An Ethernet network operating at up to 100 megabits per second

active call: An established telephone call that is not on hold

analog: A continuously variable signal

analog phone: A non-Synapse telephone that plugs directly into a normal telephone wall plug or into the Synapse PSTN Gateway BYPASS port or ATA FXS port

ATA (Analog Terminal Adapter): Allows the integration of non-Synapse analog telephones, a fax machine, overhead paging equipment, and a music-on-hold source into the Synapse system. It also provides Group Mailboxes to allow different people to access the same Mailbox.

Auto Answer: When the system is in Call Appearance mode, you can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you.

Auto Attendant: A system that automatically answers incoming calls and provides instructions to callers

Aux In: A 3.5 mm jack on the ATA that allows connection to a streaming audio source, such as a radio or MP3 music player. This jack is typically used to connect a music player for Music on Hold.

Aux Out: A 3.5 mm jack on the ATA that can be used to connect some single-zone overhead paging devices.

Available (☎): An SB67030/031 Deskset screen icon that indicates that there is a Call Appearance key that is not busy with predialing, dialing, ringing, or an active or held call

BYPASS port: An RJ-11 jack on the PSTN Gateway that allows for communication during power outages. Plug an analog telephone into this jack.

Call Appearance: On the SB67020 Deskset, the Programmable Feature Keys identified as Call Appearance keys on the right side of the Deskset. On the SB67030/031 Deskset, the five icons on the right side of the Deskset display and the keys and LEDs associated with those icons. These keys access active and held calls, and calls that are being dialed or predialed. The LEDs and icons indicate the state of each call or potential call.

Call Deck: When there is more than one active call on the optional Cordless Handset, each screen in the Call Deck represents and provides access to active, ignored, and held calls, and calls that are being dialed. Display each screen by pressing the △ or ▽ navigation key.

Call Forward All: Automatically forward calls before they ring. All calls are immediately forwarded to the specified destination.

Call Forward–No Answer: Automatically forward unanswered calls to Voicemail, an extension, or outside phone number

Call screening: Listening to a Voicemail message while it is being recorded

Cat.-5 wiring: A twisted pair data cable commonly used in offices for computer communication

CO (Central Office): An office to which subscriber home and business lines are connected. The central office has switching equipment that can switch calls locally or to long-distance carrier phone offices.

CPT (Call Progress Tones): Audible tones sent from the telephone company central office to indicate the status of phone calls such as ringback and busy tones

CSU (Channel Service Unit): A line-bridging device that is part of the PSTN, that resides on the customer premises and is connected to Synapse, and is also used to perform loopback and other tests on T1 connections. This device is typically provided by the T1 phone service provider.

DECT (Digital Enhanced Cordless Telecommunication): A wireless telephone technology developed specifically for cordless telephones using frequencies between 1.8 and 1.9 Gigahertz. DECT communication is resistant to interference from other electronic equipment, has longer range, and improved battery life.

default: The original product settings

deregister: To remove the association between an SB67030/031 Deskset and a Cordless Handset or Cordless Headset

DHCP (Dynamic Host Configuration Protocol): A network protocol that automatically assigns computer IP addresses

dial pad: The **0** through **9**, *****, and **#** keys on the Deskset and the SB67040 Cordless Handset

direct dial: Allows callers to directly dial users' extension numbers after the Auto Attendant answers

Directory: A list of names and phone numbers

Display Names: The names that the system administrator enters to identify each extension number. The Auto Attendant uses these names to assist callers in forwarding calls.

DID: This feature allows outside caller to directly dial an extension, bypassing the Auto Attendant and the operator

DND (Do Not Disturb): A feature that suppresses audible ringing and incoming paging at the Deskset

DND ON (DND): An indicator in the top right corner of the Deskset display that illuminates when you turn on the Do Not Disturb feature

DNS (Domain Name System) server: A server that stores the Domain Name System records, such as address, name server, and mail exchanger records for a domain name and responds with answers to queries against its database

DSL (Digital Subscriber Line): High-speed Internet service through your telephone line. Telephone lines with DSL service require DSL filters to separate the telephone and data signals.

DTMF (Dual-Tone Multi-Frequency): Telephone tones commonly known as "touch-tone"

dynamic IP address: An IP address that is automatically assigned by the server

Emergency Bypass Port: The fifth SB67010 PSTN Gateway jack that can provide telephone operation during a power failure when used with an analog phone

ESD (Electrostatic Discharge): A sudden and momentary electric current that flows between two objects at different electrical potentials that may cause damage to electronic equipment

ESF (Extended Super Frame): A telecommunication standard for T1 framing that includes a cyclic redundancy check and a 4000 bit/s channel capacity for the data link channel

Ethernet: A type of computer networking technology that connects devices via Local Area Networks (LANs)

Extension Directory: A private list of names and phone numbers available to only a single extension (referred to as "Personal list" on the Deskset)

Extension list: A list of names and extension numbers for the Synapse system telephones

extension number: The three-digit or four-digit number representing each individual Deskset

factory default: The original product settings

flash memory: Reprogrammable system storage used for storing software upgrades

FWD ON (FWD): An indicator in the top right corner of the SB67020 Deskset display that appears when the Call Forward feature has been turned on. This feature causes calls to that extension number to be automatically forwarded to another extension, outside phone number, or to Voicemail.

FXO (Foreign Exchange Office): The Gateway telephone signaling interface between the PSTN telephone lines and the LAN

FXS station port: A jack on the ATA for connecting non-Synapse analog telephone equipment to the Synapse system

G.711: A digital fax protocol

Gateway: A network device equipped for interfacing with another network that uses different protocols

greeting, preset: The voice message that plays to callers if the user has not recorded an outgoing message

grounding: An electrical ground connection that minimizes interference, reduces the risk of equipment damage due to lightning, eliminates electrostatic buildup, and helps protect people who service the equipment

Group Mailbox: Provide general delivery of Voicemail messages to a group within an organization. Only subscribers can access these Voicemail messages.

hard key: Any physical key on the Deskset, Cordless Handset, or Gateway. Examples include **MENU** and **1** on the Deskset; and **SELECT** and **CANCEL** on the SB67010 Gateway.

hard reset: An action that restores factory default settings

Hold announcement: A recorded message to play while calls are on hold. It can be combined with music on hold.

hub: A network hub or repeater hub is a device for connecting electronic devices, making them act as a single link

hunt group: A telephone company feature that allows calls to a busy phone number to roll over to the next available line or a Synapse system ring group feature where unanswered calls are forwarded to the next available extension in a predefined group of extensions

icon: A small picture in the display that presents status information

Idle: The mode of a device when it is not involved in call or call setup activity

interference: Electrical signals close by that cause degraded audio performance for cordless devices

internal call: A phone call placed from one of your Synapse system extensions to another extension

IP address (Internet Protocol address): An individual numeric identification assigned to devices on your LAN

ISDN (Integrated Services Digital Network): A set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network.

IT Controller: Part of a computer network infrastructure that connects different parts of the network, so that different LANs and subnets can exchange information. Also known as a backbone network or a network backbone.

key beep: When enabled, pressing a key plays a tone

LAN (Local Area Network): A communications network that allows data devices to communicate with each other

LCD (Liquid Crystal Display): The screen that provides instructions and feedback

LED (Light Emitting Diode): A small light on a device that indicates status

link loss: Occurs when the connection between two RF devices fail, such as between the SB67030/031 Deskset and the optional Cordless Headset or Cordless Handset

link-local address: A local address used for network address creation when no external source of network addressing information is available

live dial: Dialing after the phone is off hook

MAC address (Media Access Control address): A unique identifier assigned to most network adapters or network interface cards that is required for registering your devices

main menu, Auto Attendant: The Auto Attendant messages and actions that are available to callers before the callers take additional actions

MoH (Music on Hold): Music or other audio that plays to an outside caller that has been placed on hold by a Synapse user

multi-zone paging: Paging through a multi-zone overhead paging system. The overhead loudspeakers are configured in multiple areas and transmit messages independently.

mute: Stop sending your voice to the other party during a phone call

NTP (Network Time Protocol): An Internet standard protocol that assures time synchronization in a computer network

Network Termination Unit (NTU): A device that terminates a network access point

octet: Octets are used in Internet Protocol computer network addresses. These consist of a series of four octets, usually shown in decimal and separated by dots.

off hook: Indicates that you are on a phone call, have lifted the corded handset, or have pressed **SPEAKER** or **HEADSET** to answer a call or to prepare to place a call. You are off hook from the moment that you hear a dial tone to when you hang up a call.

OHP (overhead paging) system: An amplified public address system

on hook: Indicates that no corded handset, speakerphone, Cordless Handset, or corded or Cordless Headset is active

operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)

outside call: A phone call between a phone not a part of your Synapse system and an extension within your Synapse system

P2P (Peer-to-Peer): A telecommunication system architecture in which some resources associated with a device are directly available to other similar system devices

page: Broadcasts your voice to all idle extensions that do not have Do Not Disturb turned on

paging zone: A set of extensions that can be paged as a group

park: A form of hold that allows held calls to be retrieved by any Deskset or the SB67040 Cordless Handset

Park list: The list of unretrieved parked calls

pass code: Another term for password

Personal list: A private list of names and phone numbers available to only a single extension (referred to as "Extension Directory" on the WebUI)

Pilot Number: Usually the company's main telephone number

POTS (Plain Old Telephone Service): Basic telephone operation. The ability to make and receive phone calls.

predial: Enter digits before going off hook to place a call

PRI (Primary Rate Interface): A standardized telecommunications service level within the ISDN specification for carrying multiple voice and data transmissions between a telephone network and a user

PSTN (Public Switched Telephone Network): The world's telephone network

Quick Dial: Provides two-touch dialing for frequently called phone numbers

quota: The maximum recording time for a Group Mailbox

reboot: Restart a device

Redial: Accesses the log of outgoing calls

RF (radio frequency): The communication channel for most Cordless Handsets and Cordless Headsets

ring group: Groups of extensions configured by the system administrator to all ring in a predetermined pattern within the group when calls come in for that group

router: An electronic device that connects two or more other electronic devices to each other, allowing them to communicate

single-zone paging: Paging to a single set of overhead loudspeakers. All speakers transmit the same announcement simultaneously.

soft key: The Synapse Desksets and Cordless Handsets feature keys below the LCD screen. The bottom of the screen displays the appropriate label for each key as the function of the key changes.

standby time: The amount of time that a Cordless Handset or Cordless Headset can sit idle out of its charger while still capable of operating normally

static IP address: An IP address that is manually assigned to a computer by a system administrator. This type of addressing requires specific knowledge of the LAN.

subnet (subnetwork): Typically a LAN served by one router

subscriber: A user who can access messages in a Group Mailbox

supervised transfer: Occurs when you communicate with the transfer recipient before completing a transferred call

switch: A network switch links electronic devices. The switch processes and routes data flexibly, allowing more data to be handled without error.

system administrator: A person to perform functions such as setting up and modifying system configurations. This system administrator can be an employee or your telephone equipment provider.

System Directory: (see System list)

System list: This list of names and phone numbers is created and maintained by the system administrator. All system users can sort and view this list.

system operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)

T1: A digital signaling standard to transmit voice and data between devices

T.38: An analog fax protocol that encodes fax-modem codes over VoIP

trunk: A communications connection between the Synapse system and the telephone company

unsupervised transfer: Occurs when you do not communicate with the transfer recipient when transferring calls. The transfer recipient does not have to pick up the phone and talk to you before receiving the transferred call.

UPS (Uninterruptible Power Supply): A battery-powered emergency power supply device

URL (Uniform Resource Locator): An Internet address

VoIP (Voice over Internet Protocol): A transmission technology for delivery of voice communications over IP networks such as the Internet or other packet-switched networks. Other synonymous terms include IP telephony, Internet telephony, Voice Over BroadBand (VoBB), broadband telephony, and broadband phone.

WebUI (Web User Interface): A means of interacting with a product using a computer interface. Connection to the World Wide Web is not necessary.